



2020-2025

Library Service Strategy

Mildura Rural City Council



LIBRARIES
MILDURA RURAL CITY COUNCIL



Mildura Rural City Council

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Executive Summary

The Mildura Rural City Council Library Service Strategy 2020 - 2025 sets out a framework for library services provided by Mildura Rural City Council. It has been developed to help achieve the organisational vision of 'Making this the most liveable, people-friendly community in Australia'.

This Strategy identifies the Library Service's key customers and stakeholders along with its strategic priorities, and outlines actions that will be undertaken to achieve them.

It also sets the direction of the Library Service for the next five years, taking into account the changing trends in provision of public library services.

Introduction

What is the role of the Mildura Rural City Council Library Service?

The primary role of the Library Service is to engage with the community through the provision of face-to-face and online customer service.

It provides resources, programs and services to support life-long learning, recreational pursuits, literacy, reader development, and education. It provides facilities and spaces for learning, working and engaging with others. The public also seek assistance from staff to locate materials, to find information and to use technology.

Who is responsible for the delivery of library services?

The delivery of library services in the Mildura Rural City Council Local Government area is the primary role of the Mildura Rural City Council Library Service, a unit of the Leisure and Cultural Services Branch within the Mildura Rural City Council's Community Branch.

The Library Service works closely with Public Libraries Victoria, other Victorian public libraries, the State Library Victoria and the Department of Environment Land Water and Planning.

Our Customers

Our customers comprise the ratepayers and residents of the Mildura Rural City Council, as well as the State of Victoria, neighbouring inter-state municipalities and visitors.

During the 2018/19 financial year, there were over 170,335 visits in our libraries and more than 292,630 items were loaned. There were more than 37,979 sessions using our public computers and the wireless network. The Library provided 850 programs for the year and 13,211 people attended.

Other Key Stakeholders

Other key stakeholders which the Library Service team maintains close working relationships include:

- Department of Environment Land Water and Planning
- Public Libraries Victoria
- State Library Victoria

- National Library of Australia
- Australian Library and Information Association

The Library Service Team

The Mildura Rural City Council Library Service team sits within the Leisure and Cultural Services Branch in Council's Community Department.

Key services provided by the Library Service:

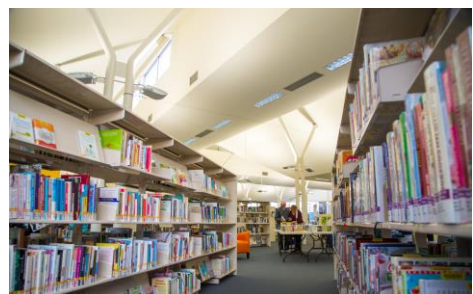
- Loaning of materials including print, audio visual, and online resources
- Internet access
- Provision of computers, printing and scanning
- Programs such as kindergartens, story times, schools, community groups
- Meeting rooms
- Book clubs
- Home library
- Reference services – such as local history
- Support to local community groups
- Preservation of heritage materials

Strategy Scope

The Library Service Strategy has been developed to guide future operations of the Library Service in alignment with the Council Plan.

Specifically, it sets out to address the following seven strategic priority areas:

- Connecting with Community
- Places for All
- People and Culture
- Curating inspired collections
- Discovering through Technology
- Engaging through Programs
- Partnerships and Collaborations



Strategy Exclusion

The scope of this strategy does not include governance of the Library Service.

Strategic Alignment

The Library Service Strategy aligns with Mildura Rural City Council's vision, values, principles and overarching strategic document, the Council Plan. It also has close links with a range of other Council organisational plans and strategies.

Our Vision

In conjunction with the community, Mildura Rural City Council has developed a vision to be 'The most liveable, people-friendly community in Australia'. The Library Service Strategy has been developed to reflect this vision.

The Library Service purpose: Enriching our community by providing quality resources and services that strengthen social connections, experiences and opportunities.

The Library Service vision is to create a sustainable, welcoming and inclusive library service that evolves to meet the community needs.

Our Principles

Australian Business Excellence principles form part of our organisational culture and outline behaviours staff should display as they work for the community. These principles are:

- Leadership
- Customers
- Systems Thinking
- People
- Continuous Improvement
- Information and Knowledge
- Variation (reducing)
- Corporate and Social Responsibility
- Sustainable Results



Council Plan

The Council Plan 2017 – 2021 sets out four Strategic Objectives that Council will pursue over the next four years. It details actions and initiatives in 19 Key Result Areas (KRAs) that will be undertaken to achieve these Strategic Objectives. The Library Service Strategy will contribute where possible to all elements of the Council Plan, in particular;

Key Result Area

1.5 Arts, Culture and Heritage:

Goals

A community that values and embraces its history and diverse cultural heritage

Measures

Community satisfaction with recognition of local history and cultural heritage

Access to a diverse range of quality library services and programs

- Community satisfaction with libraries
- Library usage

Organisational and State Plans and Strategies

The Library Service Strategy has been developed taking into consideration a range of existing strategic documents. The implementation of this Strategy should be considered with reference to these documents.

These documents include:

- Mildura Rural City Council's Community and Council Plan
- Victorian Public Libraries 2030
- Statewide Public Library Development Projects
- United Nations Sustainable Development Goals



The Australian Government is a signatory to the 2030 Agenda for Sustainable Development – an international agreement to make the world a better place for all its citizens by setting targets related to 17 goals.

The Sustainable Development Goals (SDG's) encompass people, prosperity, partnerships, a protected planet and a peaceful inclusive society.

Libraries are key institutions to assist in achieving the SDG's as they reach all ages, cut across jurisdictions and impact on all types of communities. Libraries are well placed to collaborate with stakeholders and partners in the community and in business, to have a wider impact in raising awareness of the goals and how the community can contribute to their actions.

The International Federation for Library Associations and Institutions (IFLA) and the Australian Library and Information Association (ALIA) have both adopted the United Nation's 17 SDG's.

The Library Service Strategy will contribute to several Sustainable Development Goals.

Methodology

The Library Service Strategy was developed by the using the following methods:

- Community User and Non-User surveys
- Stakeholder workshops
- Drop-in sessions at key townships
- Review of available data

Community User and Non-User Surveys

User and non-user surveys were undertaken to evaluate the Library Service, to rate access, facilities and service quality and to gather stakeholder feedback on future needs and service provision. Survey respondents totalled 467.

Two survey tools were actioned, including:

- User Survey

Paper based and online survey developed by the Library Service – Collects data on customer satisfaction, use of services, programs and resources and demographics. Survey was conducted in November 2019 and there were 279 respondents

- Non-User Survey

Online survey developed by the Library Service to collect data on people in the community that do not use the Library Service. Survey conducted in November 2019 and there were 43 respondents

Stakeholder Workshops

A number of workshops were conducted with stakeholder groups following the completion of the survey phase of the project. Participants were provided with survey results and workshopped their thoughts and ideas on what direction library services should take in the next five years.

Workshops were conducted for the following stakeholder groups;

- Mallee District Aboriginal Services
- Sunraysia Mallee Ethnic Community Council
- Youth Ambassadors
- Christie Centre staff
- Libraries Sunraysia
- Mildura Rural City Council staff
- Library Service staff

Workshop data was compiled and analysed and has driven the development of the strategic goals, objectives, actions and measures in this document.

Drop-in Sessions

Drop-in sessions were held in the towns of Mildura, Red Cliffs, Merbein, Irymple, Ouyen, Werrimull, Lake Cullulleraine, Murrayville, Underbool and Walpeup. The sessions ran from four hours at Mildura to two hours at the other towns by Library Service staff.

Analysis

Surveys

User and non-user surveys were undertaken during November 2019 specifically to gain data for the development of the Library Service Strategy.

User Survey

The User Survey showed a very high Customer Satisfaction rating with 24.15% of the respondents scoring Satisfied and 64.91 % Very Satisfied.

87.2% of respondents said they had used the Library Service in the last two years, 7.81% had used it before, but not in the last two years and 5% had never used the library service.

The survey showed that 60% of respondents used Mildura Library, 12% Red Cliffs, 10% Merbein, 4% Ouyen, 6% Murrayville, 2% Irymple, 2% Library Website and 4% used the Rural Outreach Service.

Users were asked if they could suggest improvements, what would they be? The results of these revealed the following themes;

- Longer hours of opening at all libraries
- More space and places to sit
- Libraries can be noisy at times
- Website not user friendly
- More advertising of programs and events
- More items in all collections
- Increased stock rotation at smaller libraries
- Permanent building in Murrayville
- Lack of parking at Mildura Library

Non-User Survey

Interesting points raised by the non-user survey included:

- Too busy to read
- Don't think to go
- Have Internet at home
- Don't read
- Not interested
- Don't know when libraries are open

Stakeholder Workshops

Workshops were held following the completion of the survey process to examine the survey results and to further explore the future direction for library services 2020 - 2024. Workshops were held with Mallee District Aboriginal Services, Sunraysia Mallee Ethnic Community Committee, Youth Ambassadors, Libraries Sunraysia, Mildura Rural City Council staff and Library Service staff,

Key points raised at the workshops have been collated and were considered in the development of this strategy's themes and actions:

- Technology assistance
- Partnerships with other Council Departments
- More diverse programs
- Increasing literacy
- Increased promotion and marketing of programs and events
- Being more culturally diverse – collections and programs in other languages
- Partnerships with Aboriginal organisations and Sunraysia Mallee Ethnic Community Committee

- Improve website
- Improved spaces in libraries
- Pop-Up programs

Drop-in Sessions

The drop-in sessions at the following towns of Mildura, Red Cliffs, Merbein, Irymple, Ouyen, Werrimull, Lake Cullulleraine, Murrayville, Underbool and Walpeup revealed issues such as:

- Increase hours of opening
- Change of access days for Mobile Outreach Service
- Increased spaces in libraries
- Increased e-resources
- Increased advertising
- Stock rotation
- More programs



What do we want to look like?

The primary aim of the Library Service Strategy is to:

- Be responsive to customer needs and changing trends
- Be highly visible and accessible
- Improve the delivery of services to customers
- Measure our performance and customer satisfaction
- Have Partnerships and collaborations
- Health and well-being programs

With this in mind, the Library Service Strategy is divided into seven strategic priorities with actions.

- Connecting with Community
- Places for All
- People and Culture
- Curating Inspired Collections
- Discovering through Technology
- Engaging through Programs
- Partnerships and Collaborations

Timelines

Connecting with Community

Building the library's profile by promoting, marketing and creating awareness of library events programs and services

Actions	Deliverables	20-21	21-22	22-23	23-24	24-25
Increase promotion and awareness of Library Services	Marketing plan developed	★	★	★	★	★
Review Library branding guidelines.	Library branding guidelines reviewed		★			
Redevelop and maintain the library website and content to reflect current trends and improve user experience	Website redeveloped	★	★			
	Maintain and update website content	★	★	★	★	★
Participate in Statewide Library campaigns.	Participate in one campaign/promotion activity annually	★	★	★	★	★

United Nations Sustainable Development Goals

This Strategic Priority will contribute to the following Goals



Places for All

Provision of welcoming, safe, and accessible libraries that meet the needs of the community

Actions	Deliverables	20-21	21-22	22-23	23-24	24-25
Investigate breakout spaces at the Mildura Library to allow for study group, technology, meeting and wet areas	Investigation completed			★		
Review One Hub Irymple Library Agency	Review completed		★			
Redesign the Red Cliffs Library layout to improve the customer service space	Plan completed		★			
	Customer service space and layout updated			★		
Incorporate local aboriginal culture into Library spaces	Aboriginal culture incorporated	★	★	★	★	★
Investigate 24 hour access to libraries and collections	Investigation completed			★		
Conduct a review of hours of opening of all libraries	Review conducted			★		
Review rural outreach mobile service model	Review conducted	★	★	★		
Update Library building signage to include library branding	Consistent signage	★	★			

United Nations Sustainable Development Goals

This Strategic Priority will contribute to the following Goals



People and Culture

Develop, support and foster knowledgeable, empowered and skilled staff to deliver library services that meet and exceed community needs

Actions	Deliverables	20-21	21-22	22-23	23-24	24-25
Implement technology to facilitate meetings and communication opportunities for staff.	Technology for communication implemented	★				
Continue to train and upskill staff to provide excellence in library services.	Training Plan developed	★	★	★	★	★
Investigate opportunities to increase Aboriginal & Torres Strait Islander and CALD representation through volunteering and work experience programs.	Investigation completed		★			
Encourage diversity in our team by providing employment opportunities for members of our Aboriginal & Torres Strait Islander and CALD community through targeted employment	Targeted traineeship position within Library Services is created.			★		
Encourage and support effective leadership.	Training courses offered.	★	★	★	★	★
Review and update succession plan	Succession plan reviewed	★	★	★	★	★

United Nations Sustainable Development Goals

This Strategic Priority will contribute to the following Goals



Curating Inspired Collections

Promote literacy, learning and recreation by providing collections and resources that are diverse and relevant.

Actions	Deliverables	20-21	21-22	22-23	23-24	24-25
Review and update the Collection Development Policy	Collection Development policy reviewed			★		
Develop an annual procurement action plan	Procurement action plan completed	★	★	★	★	★
	Review and update Literacy collections	★	★	★	★	★
Capturing and sharing our community memory by securing and preserving our stories, culture, heritage and history	Local history materials acquired	★	★	★	★	★
	Local history materials digitised and accessible	★	★	★	★	★
Investigate the availability of local aboriginal language publications annually	Investigation completed	★	★	★	★	★
Investigate online streaming service options annually	Investigation completed	★	★	★	★	★
Create and implement stock rotation schedules for libraries	Schedule created and implemented	★				
Investigate availability of disability and English as a Second Language resources.	Investigation completed	★	★	★	★	★

United Nations Sustainable Development Goals

This Strategic Priority will contribute to the following Goal



Discovering through Technology

Build digital equity within the Community

Actions	Deliverables	20-21	21-22	22-23	23-24	24-25
Redevelop the Library website functionality	Website reviewed and updated	★	★	★	★	★
Develop an annual Technology Plan in conjunction with Information Services	Technology Plan developed	★	★	★	★	★
Investigate and acquire screen bank technology for promotional purposes for Mildura Library	Screen technology investigation completed	★	★			
	Screen technology acquired and installed		★			
Libraries adapted for charging mobile devices.	Charging options available			★		
Investigate technology options for improving direct communication with customers	Technology options investigated for communication with customers completed	★	★			
Investigate augmented/virtual reality options	Augmented and virtual reality options investigated				★	

United Nations Sustainable Development Goals

This Strategic Priority will contribute to the following Goals



Engaging through Programs

Provide resources and programs that promote, engage and support learning, literacy and leisure for people of all ages within the community

Actions	Deliverables	20-21	21-22	22-23	23-24	24-25
Establish and promote an annual schedule of programs	Annual schedule of programs developed	★	★	★	★	★
Develop and participate in programs that support literacy activities for all ages	Literacy programs developed	★	★	★	★	★
Develop programs that incorporate cultural diversity	Cultural diversity programs developed	★	★	★	★	★
Develop pop-up programs for community spaces	Pop-up programs developed	★	★	★	★	★
Develop local history displays and programs	Local history programs and displays developed	★	★	★	★	★
Develop health and wellbeing programs	Health and well-being programs developed	★	★	★	★	★
Investigate podcasting and video streaming of programs	Podcasting and video streaming investigated	★	★			
Develop digital literacy programs	Digital literacy programs developed	★	★	★	★	★

United Nations Sustainable Development Goals

This Strategic Priority will contribute to the following Goals



Partnerships and Collaborations

Collaborate with the community to build relationships and partnerships to support delivery of events, programs and services and encourage social connectedness.

Actions	Deliverables	20-21	21-22	22-23	23-24	24-25
Collaborate with Secondary schools to provide programs.	Collaboration with schools completed.	★	★	★	★	★
Investigate Next Chapter Book Club with the Christie Centre.	Investigation completed.	★	★			
Active participation and involvement with Statewide / National projects	Projects supported.	★	★	★	★	★
Investigate partnerships with community organisations to further develop and enhance service delivery	Partnerships developed.	★	★	★	★	★
Develop partnerships opportunities with Council departments.	Partnership opportunities developed.	★	★	★	★	★

United Nations Sustainable Development Goals

This Strategic Priority will contribute to the following Goals



How will this Strategy be measured?

Implementation of the Library Service Strategy will be evaluated on two levels:

Level 1: Have we implemented the actions in the strategy?

This will be monitored through reporting on the progress of implementation as part of the quarterly reporting against the Annual Branch/Council Plans

Level Two: Have the actions undertaken achieved the desired outcomes?

This will be measured through the results of the Library Service Satisfaction Survey and data collection, specifically;

- Community Satisfaction with Libraries – (Mildura Rural City Council Community Satisfaction Survey)
- Library User Satisfaction – (Mildura Rural City Council Library Service User Survey)
- Physical library collection usage – (Local Government Performance Reporting Framework)
- Recently purchased library collection – (Local Government Performance Reporting Framework)
- Active library borrowers in the municipality – (Local Government Performance Reporting Framework)
- Cost of library service per population – (Local Government Performance Reporting Framework)
- Annual Statistical Survey on Victorian Public Libraries

References

- Mildura Rural City Council Plan 2017 – 2021. Mildura Rural City Council, 2013.
- Mildura Rural City Council Library Service Strategic Plan 2009 – 2013. Mildura Rural City Council, 2009.
- Victorian Public Libraries 2030: Strategic Framework. State Library of Victoria and Public Libraries Victoria Network, 2013.
- Australia Libraries Support the Sustainable Development Goals. Australian Library and Information Association Canberra ACT, January 2018.

Appendices

- **Appendix One – Australian Libraries: Support the Sustainable Development Goals**
- **Appendix Two – Mildura Rural City Council Library Service Survey Results**



AUSTRALIAN LIBRARIES SUPPORT THE SUSTAINABLE DEVELOPMENT GOALS



Australian Library and
Information Association



AUSTRALIAN
PUBLIC LIBRARY
ALLIANCE


**NATIONAL
and STATE
LIBRARIES**
AUSTRALASIA



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The International Federation of Library
Associations and Institutions (IFLA)

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LINC (library) Tasmania

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State Library Victoria
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Central West Libraries

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LINC (library) Tasmania

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State Library Victoria
State Library Victoria
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ASPECT Studios, LINC (library)
Devonport

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State Library of New South Wales
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State Library Victoria
State Library Victoria
State Library of South Australia

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Riverina mobile library service, New
South Wales

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Greg Maxwell, State Library
of Queensland

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National Library of Australia

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State Library South Australia
State Library South Australia

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Shannon McGrath, Australian Catholic
University Raheen Library

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Shannon McGrath, Australian Catholic
University Raheen Library

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State Library Victoria



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Australian libraries support the Sustainable Development Goals

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From the ALIA President

As the peak body for library and information professionals in Australia, the Australian Library and Information Association (ALIA) paid close attention to the international negotiations which resulted in the 2030 Agenda for Sustainable Development, agreed by the United Nations' 193 member states in September 2015. Library interests at the global level were represented by the International Federation of Library Associations and Institutions (IFLA), of which ALIA is an active member.

Since 2015, ALIA has been the lead association for discussions with the Australian Government and other stakeholders about the role that libraries play in contributing to the delivery of the 17 goals.

This responsibility is a top priority for the ALIA Board and in 2017 we asked ALIA Members to vote on the inclusion of the Sustainable Development Goals (SDGs) in the ALIA Constitution. Members were highly supportive of the move, and a sixth Object of the Association was confirmed at our May AGM, *'To endorse the principles of the United Nations Universal Declaration of Human Rights, Article 19, and the 2030 Sustainable Development Goals in response to the many challenges faced by the world today and into the future'*.

In 2018, ALIA will be holding an Asia Pacific Sustainable Development Goals Summit (29 July, Gold Coast Convention Centre), bringing together library leaders from across the region to share their experiences and ambitions relating to the SDGs. We will also be working with other stakeholders to maximise the impact libraries can have on Australia's contribution to these global goals.

Libraries have always been a force for good in the world. The SDGs provide us with an opportunity to show how much we can achieve by improving access to information and helping people transform their knowledge into life-enhancing opportunities.

Vicki McDonald

ALIA President 2017-2018

Introduction

The Australian Library and Information Association (ALIA) is a participant in IFLA's International Advocacy Programme, which is built around the 2030 Agenda for Sustainable Development.

IFLA (the International Federation for Library Associations and Institutions) lobbied hard at the international level for public access to information to be incorporated into the targets for the Sustainable Development Goals (SDG). Having successfully achieved this objective, IFLA has set out the role of libraries in the 2030 Agenda and created valuable resources for its members¹.



IFLA stated that libraries and access to information contribute to improved outcomes across the SDGs by:

- Promoting universal literacy, including digital, media and information literacy and skills, with the support of dedicated staff.
- Closing gaps in access to information and helping government, civil society and business to understand local information needs better.
- Providing a network of delivery sites for government programs and services.
- Advancing digital inclusion through access to ICT.
- Serving as the heart of the research and academic community.
- Preserving and providing access to the world's culture and heritage.

ALIA has been working to assist Australian library and information professionals and their organisations to be part of this international drive for greater social equality, improved economic prosperity and a more sustainable environmental approach.

Our initiatives are based on three roles for libraries:

- Supporting freedom of access to information outcomes.
- Providing examples of success, which can be used as part of Australia's reporting.
- Helping to communicate the 2030 Agenda to the general population.

¹ <https://www.ifla.org/libraries-development>



We could list projects and achievements for all 17 goals, but instead have chosen the 10 goals which best relate to the Australian experience and where we have the strongest examples of library contributions nationally and in each of our states and territories to highlight here.

Australia's population at the end of June 2017 was 24.6 million². The Australian Institute of Health and Welfare stated that, 'While most Australians are doing well, some groups face disadvantages that can affect aspects of their overall wellbeing, including their mental and physical health, employment opportunities and general feelings of community engagement and belonging³.' These groups include Indigenous Australians, some homeless people, those with mental illness, victims of domestic and family violence, and people with disability.

The services offered by libraries help address some of the factors of disadvantage.



² Australian Demographic Statistics June 2017

<http://www.abs.gov.au/ausstats/abs@.nsf/0/D56C4A3E41586764CA2581A70015893E?OpenDocument>

³ <https://www.aihw.gov.au/reports/australias-welfare/australia-s-welfare-2015-in-brief/contents/not-faring-so-well>

How libraries contribute to the Sustainable Development Goals

LIBRARIES CAN DRIVE PROGRESS ACROSS THE ENTIRE UN 2030 AGENDA



IFLA
The trusted global voice of the library and information profession (www.ifla.org).
The International Federation of Library Associations and Institutions (IFLA) is the leading international body representing the interests of library and

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

1 NO POVERTY 	END POVERTY IN ALL ITS FORMS EVERYWHERE Libraries support this goal by providing... <ul style="list-style-type: none"> Public access to information and resources that give people opportunities to improve their lives Training in new skills needed for education and employment Information to support decision-making by governments, 	2 ZERO HUNGER 	END HUNGER, ACHIEVE FOOD SECURITY AND IMPROVED NUTRITION AND PROMOTE SUSTAINABLE AGRICULTURE Libraries support this goal by providing... <ul style="list-style-type: none"> Agricultural research and data on how to make crops more productive and sustainable Public access for farmers to online resources like local market prices, weather reports, and new equipment
3 GOOD HEALTH AND WELL-BEING 	ENSURE HEALTHY LIVES AND PROMOTE WELL-BEING FOR ALL AT ALL AGES Libraries support this goal by providing... <ul style="list-style-type: none"> Research available in medical and hospital libraries that supports education and improves medical practice for health care providers Public access to health and wellness information in public libraries that helps individuals and families stay healthy 	4 QUALITY EDUCATION 	ENSURE INCLUSIVE AND EQUITABLE QUALITY EDUCATION AND PROMOTE LIFELONG LEARNING OPPORTUNITIES FOR ALL Libraries support this goal by providing... <ul style="list-style-type: none"> Dedicated staff who support early literacy and lifelong learning Access to information and research for students everywhere Inclusive spaces where cost is not a barrier to new knowledge
5 GENDER EQUALITY 	ACHIEVE GENDER EQUALITY AND EMPOWER ALL WOMEN AND GIRLS Libraries support this goal by providing... <ul style="list-style-type: none"> Safe and welcoming meeting spaces Programmes and services designed to meet the needs of women and girls, like rights and health Access to information and ICT that helps women build business skills 	6 CLEAN WATER AND SANITATION 	7 AFFORDABLE AND CLEAN ENERGY
8 DECENT WORK AND ECONOMIC GROWTH 	PROMOTE SUSTAINED, INCLUSIVE AND SUSTAINABLE ECONOMIC GROWTH, FULL AND PRODUCTIVE EMPLOYMENT AND DECENT WORK FOR ALL Libraries support this goal by providing... <ul style="list-style-type: none"> Access to information and skills training that people need to find, apply for, and succeed in better jobs 	Libraries support these goals by providing... <ul style="list-style-type: none"> Access to quality information and good practices that support local water management and sanitation projects Free and reliable access to electricity and light to read, study, and work 	
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	BUILD RESILIENT INFRASTRUCTURE, PROMOTE INCLUSIVE AND SUSTAINABLE INDUSTRIALIZATION AND FOSTER INNOVATION Libraries support this goal by providing... <ul style="list-style-type: none"> Widespread existing infrastructure of public and research libraries and skilled library professionals Welcoming and inclusive public spaces Access to ICT like high-speed internet that may not be available anywhere else 	10 REDUCED INEQUALITIES 	REDUCE INEQUALITY WITHIN AND AMONG COUNTRIES Libraries support this goal by providing... <ul style="list-style-type: none"> Neutral and welcoming spaces that make learning accessible to all, including marginalized groups like migrants, refugees, minorities, indigenous peoples, and persons with disabilities Equitable access to information that supports social, political, and economic inclusion
11 SUSTAINABLE CITIES AND COMMUNITIES 	MAKE CITIES AND HUMAN SETTLEMENTS INCLUSIVE, SAFE, RESILIENT AND SUSTAINABLE Libraries support this goal by providing... <ul style="list-style-type: none"> Trusted institutions devoted to promoting cultural inclusion and understanding Documentation and preservation of cultural heritage for future generations 	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	13 CLIMATE ACTION
16 PEACE AND JUSTICE STRONG INSTITUTIONS 	PROMOTE PEACEFUL AND INCLUSIVE SOCIETIES FOR SUSTAINABLE DEVELOPMENT, PROVIDE ACCESS TO JUSTICE FOR ALL AND BUILD EFFECTIVE, ACCOUNTABLE AND INCLUSIVE INSTITUTIONS AT ALL LEVELS Libraries support this goal by providing... <ul style="list-style-type: none"> Public access to information about government, civil society, and other institutions Training in the skills needed to understand and use this information 	14 LIFE BELOW WATER 	15 LIFE ON LAND
17 PARTNERSHIPS FOR THE GOALS 	STRENGTHEN THE MEANS OF IMPLEMENTATION AND REVITALISE THE GLOBAL PARTNERSHIP FOR SUSTAINABLE DEVELOPMENT Libraries support this goal by providing... <ul style="list-style-type: none"> Global network of community-based institutions, primed to support local 	ENSURE SUSTAINABLE CONSUMPTION AND PRODUCTION PATTERNS TAKE URGENT ACTION TO COMBAT CLIMATE CHANGE AND ITS IMPACTS CONSERVE AND SUSTAINABLY USE THE OCEANS, SEAS AND MARINE RESOURCES FOR SUSTAINABLE DEVELOPMENT PROTECT, RESTORE AND PROMOTE SUSTAINABLE USE OF TERRESTRIAL ECOSYSTEMS, SUSTAINABLY MANAGE FORESTS, COMBAT DESERTIFICATION, AND HALT AND REVERSE LAND DEGRADATION AND HALT BIODIVERSITY LOSS Libraries support these goals by providing... <ul style="list-style-type: none"> Sustainable system of sharing and circulating materials that reduces waste Historical records about coastal change and land use Research and data needed to inform climate change policy Widespread access to information needed to guide decision-making by local and national governments on topics like hunting, fishing, land use, and water management 	

For more information, see: www.ifla.org/libraries-development



Goal 1 No poverty

Universal literacy is critical if we are to break the cycle of intergenerational poverty and disadvantage.

The Australian Early Development Census (AEDC) has consistently shown that approximately 1 in 7 children arrive at school with developmental vulnerabilities regarding their language and cognitive skills⁴. These difficulties are three times more likely in children from disadvantaged backgrounds.

Libraries are well placed to support children and families.

- There are 121,000 storytime and rhymetime sessions in libraries across Australia each year, with more than 3.1 million participants⁵.
- These sessions are free for everyone, providing easy access for less advantaged families, migrants and refugees.
- In regional and remote areas, libraries help Aboriginal and Torres Strait Islander families build their literacy skills in both English and first language.



⁴ Australian Early Development Census <https://www.aedc.gov.au/>

⁵ ALIA estimate 2016-2017 based on state and territory public library reports

Better Beginnings, Western Australia

The Better Beginnings family literacy program began in 2004. It encourages and supports parents to be their child's first teacher, talking, singing, reading, writing and playing with their child every day to develop literacy and language skills from birth.

Libraries work in partnership with child health nurses and kindergarten teachers, distributing reading packs to every newborn baby and kindergarten student in the state. These are backed by rhymetime and storytime sessions through public libraries and in the Story Place, the State Library's children's library.

The program reaches 95% of families across Western Australia with new born babies, and 85% of all kindergarten and pre-primary students. A recent return on investment report commissioned by the State Library of Western Australia found that every dollar invested in early literacy development through Better Beginnings yields \$5.64 in social value.

In the 14 years of delivering the Better Beginnings program it has been recognised that the program also plays a role in developing adult literacy. The sessions reinforce the notion of a library as a safe place for adults to learn, and the stigma of learning to read can be removed for adults when they are focused on their child or grandchild.



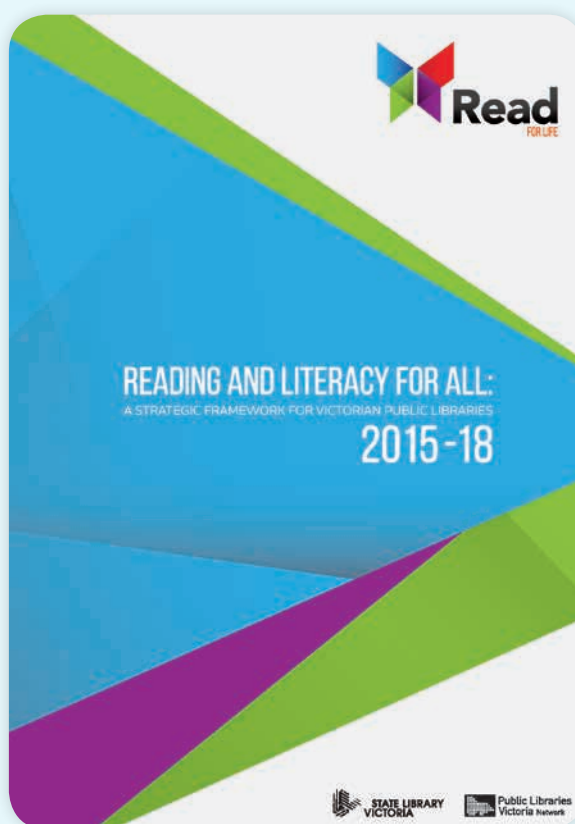
Adult literacy, Victoria

The 2013 Programme for International Assessment of Adult Competencies results show that 14% of adult Australians have low level literacy. They have difficulty with everyday tasks such as reading lists and labels and understanding instruction manuals. They do not have the most fundamental skill needed to participate in the knowledge-economy, often struggle to find employment and so become trapped in poverty. The State Library Victoria and Victoria's 47 public library services are working together to address this issue.

Some libraries have been active in this space for many years, offering targeted adult literacy and English language collections, English conversation groups and access to online adult literacy learning programs.

Recent initiatives have included the *Reading and Literacy for All* framework (2015), which clearly articulates both the unique role of public libraries in the adult literacy space and strategies for improvement, and the best practice guidelines *Reading and Literacy for all: Adult literacy — Victorian public libraries in action* (2016). Sector-wide training has helped public library staff to work more effectively in partnership with other adult literacy service providers. Seminars and forums have brought together public library and other adult literacy service providers, building relationships and fostering collaborative approaches, a three-year grants program was instigated in 2017 to support individual public library initiatives addressing low literacy amongst adults.

The grants have enabled development of the *Welcome to the library* reader and teacher resource to assist adult literacy service providers in engaging their non-English speaking students with their local library; a family literacy program, helping low-literacy adults learn how to read stories to their pre-school children; and development of apps and face-to-face workshop programs to help low-literacy adults with the functional literacy skills needed to navigate government services and manage their finances.





Goal 3 Good health and well-being

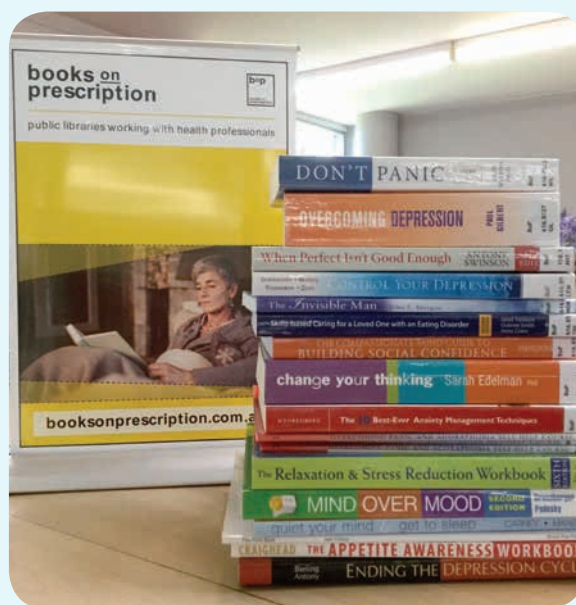
We aim to provide people with the education, information and understanding they need to stay healthy.

- There are estimated to be 328 Australian health libraries and 1250 specialist library and information professionals providing expert support to medical practitioners and researchers in Australia. Many are also involved in supporting consumer health information initiatives.
- Public library collections include books and other resources to help people access health and wellness information. This means there are effectively more than 1600 shop windows for health information in communities.

Books on Prescription, New South Wales

Based on the program of the same name developed in the UK, Books on Prescription⁶ has been trialed by 14 public library services (41 service points) across Central and Far Western New South Wales. The program was developed to help people with common mental health problems such as anxiety, depression, phobias and eating disorders. The trial has been developed in partnership with the University of Newcastle Centre for Rural and Remote Mental Health, GPs and other health providers.

In partnership with libraries, health professionals prescribe books from a list of high quality, self-help manuals selected by experienced mental health practitioners.



Role and value of health libraries, Australia

The 2012 *Questions of life and death* report described the value of health library and information services in Australia. Library and information service users were asked how they believed their use of health libraries had helped them — 76% said it had changed their thinking and improved their diagnosis or treatment plan:

- 95% said it had helped them progress their studies.
- 95% said it helped them discover new and valuable information.
- 86% said it helped keep them abreast of the latest clinical developments.
- 83% said it had helped them improve health outcomes for their patients.
- 82% said it helped them progress their research.
- 76% said it had helped them achieve higher marks in their exams.
- 65% said it had helped them confirm their diagnosis or treatment plan.

Follow up research in 2013⁷ found that health libraries gave a return on investment of \$9 for every \$1 invested.

⁶ <https://booksonprescription.com.au/>

⁷ <https://www.alia.org.au/advocacy-and-campaigns/advocacy-campaigns-0/australian-health-libraries-return-investment>

The Drug and Alcohol Info Hub, New South Wales

Public libraries in New South Wales offer drug and alcohol information, education and awareness programs. New for 2017 was an interactive travelling display⁸ providing people with up to date and accessible information and connecting participants with support networks and agencies within the local community. Lively display material is complemented by activities including a mocktail-making demonstration; beer goggles, which simulate the effect of alcohol and an online quiz.

4 QUALITY EDUCATION



Goal 4 Quality education

School, vocational and academic libraries support formal teaching and learning, providing additional resources, internet access and study spaces outside the home, school and college environment. Public libraries provide informal, self-directed lifelong learning opportunities, from baby rhymetime through to digital literacy for older Australians classes.

Student library membership, Tasmania

LINC Tasmania (libraries) and the Tasmanian Department of Education are working together to remove barriers that exist for some students and their parents to gain access to library resources. By using student data and parent or carer proof of identification recorded at the time of enrolment in a government school, libraries are able to create a LINC Tasmania membership for every student.

Around one in four Tasmanians are already members of LINC Tasmania, and this number is likely to be higher in school-aged children.

With around 60,000 students attending Tasmanian government schools, this suggests that approximately 20,000 government school students already have a membership card.

If the project is successful, libraries expect to be able to provide a further 40,000 government (and an additional cohort of non-government) school students with LINC Tasmania membership cards, with the aim that every Tasmanian student will have access to LINC Tasmania services and programs right around the state.



⁸ <http://www.sl.nsw.gov.au/public-library-services/services-drug-info-public-libraries/drug-alcohol-info-hub>

Quality indicators for early years literacy programs, Victoria

The first three years of life are the most vital for developing the foundation literacy skills on which success at school and throughout life are built. State Library Victoria and Victoria's public libraries are working together to ensure that early literacy programs are of the highest quality, delivering the best possible educational outcomes.

An audit conducted in 2014 revealed that all 272 Victorian public libraries offer at least one storytime, or equivalent program, and that every week an estimated 15,000 pre-school children and their parents or carers participated in these programs. The audit also found that there was variation in the quality of these programs. New understandings of best practice in early years literacy programs needed to be embedded across the state. This led to the development of a quality framework that articulates minimum and best practice standards for public library-based early years literacy programs⁹. Using the tool provided in the framework, every Victorian public library service completed an assessment of its early years literacy programs. This process revealed key areas for improvement and a comprehensive statewide professional development program was delivered to library staff to address these areas.



⁹ Reading and literacy for all: Quality indicators for early years programs in Victorian public libraries, 2016
<https://www.slv.vic.gov.au/sites/default/files/Reading-and-literacy-for-all-early-years-quality-indicators.pdf>



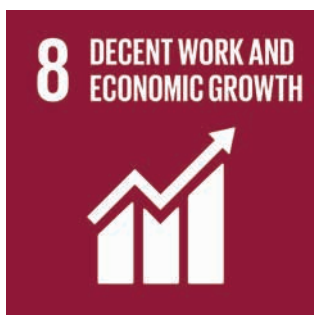
Goal 5 Gender equality

IFLA states, 'Libraries support gender equality by providing safe meeting spaces, programs for women and girls on rights and health, and ICT and literacy programs supporting women to build their entrepreneurial skills.' This is the Australian experience.

Services for migrant and refugee women, Victoria

Libraries across Victoria deliver programs that encourage women to connect and interact socially as well as develop new skills. These programs empower women to gain confidence, feel less isolated, apply for employment and enter education. For example, Stepping Stones and Job Club are programs offered by libraries in partnership with not-for-profit organisations that are tailored to the needs of migrant and refugee women.

In Melbourne's West, Jesuit Social Services delivers a job search program specifically for Sudanese women. In partnership with the local public library, volunteers and staff support women to develop relevant skills that lead to gainful employment. With weekly access to library computers, women in the group are supported to create email addresses, develop basic computers skills and write resumes. Participants learn how to search for employment online, upload their resume, and submit applications. Even after the program is complete, library staff provide ongoing support through library membership, use of computers, and access to printing and online resources¹⁰.



Goal 8 Decent work and economic growth

Unemployed people use public libraries to search and apply for jobs online. They also use library classes to improve their skills.

On a more formal basis, TAFE (Technical and Further Education) colleges deliver vocational education and training, alongside private RTOs (Registered Training Organisations). Courses range from a basic certificate through to an advanced diploma and are open to adults of all ages. Each TAFE institute has a library, often with several branches, and staff work closely with student support offices to ensure every student has equitable access to information.

Supporting micro businesses, Victoria

Goldfields Library Corporation ran a microbusiness expo in 2017, with 35 small businesses displaying their wares to library visitors. It was a low cost opportunity for the companies to reach 2,000 people each day and the chance for business representatives to give talks to library users to encourage entrepreneurship and build employment skills. One of the topics was how to gain the most from free online training, available free via library subscriptions to Lynda.com and other resources.

¹⁰ Case study taken from Share Your Stories With the World
https://docs.wixstatic.com/ugd/1f8737_95c73fd560074e7b825fe3e0ff2a0e38.pdf

Living City, Tasmania

The Devonport LINC (library) has long played a part in the social, cultural and economic development of its city – a city that has recently embarked on a bold strategy of urban renewal. Led by the local council, the \$250 million *Living City* strategy aims to boost the economy in Devonport and the wider region, create jobs and link the city centre to its best asset, the waterfront.

The first stage will see an inclusive and contemporary space in the heart of the civic centre, incorporating a new library as a unique focal point and central gathering place for the community. In anticipation, the LINC is forging new plans and partnerships with neighbouring services and businesses, including regional arts bodies, local hospitality and agritourism enterprises and the University of Tasmania, to stimulate innovation, creativity, skills development and

employment and to help create a more vibrant, cohesive and sustainable city.

It is early days, but the library is contributing to a growing sense of confidence, civic engagement and economic participation within the community. For example, the LINC has created a dedicated space within the library called the Living Room to help inform and engage the community with the *Living City* project. The space includes a permanent display of concept images and design plans and is the venue for regular community conversations relating to the strategy. Students from local high schools participate in sessions relating to preferred career pathways, new and existing businesses share their plans for future development, and community members develop their skills and networks through volunteering.





Goal 9 Industry, innovation and infrastructure

Libraries support the Australian Government Smart Cities agenda, not least through the introduction of digital literacy programs for all ages through public libraries, and coding and robotics classes in public and school libraries.

National, State and Territory Libraries are pushing the boundaries of data collation, use and visualisation.

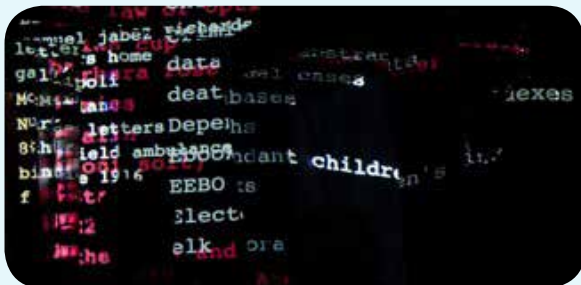
Academic and research libraries are an essential part of Australia's national research infrastructure, helping authors to publish their work; managing open access scholarly journals; advising on copyright issues; and managing the institution's digital repository.

DX Lab, New South Wales

The DX Lab¹¹ was established at the State Library of New South Wales in June 2016 as Australia's first innovation lab based in a cultural heritage organisation. The team delivers creative, engaging and new ways to explore the library's collections, data sets and services through a diverse range of digital experiences using existing and emerging technologies for use onsite, online and on tour. It is a place for creative partnerships with digital peers, cultural heritage organisations, students, researchers, artists and creators.

The DX Lab established the DX Lab Fellowship, another first for a cultural institution in Australia and a 'digital drop-in' program that is open to collaborations with staff, researchers, students, artists and digital peers.

Experiments cover a range of subjects and technologies from experimental visualisations of search data from the Library's catalogues and websites in *Unstacked* and *Search Terms*, to collection discovery interfaces which explore access to collections without using search in *Loom* and innovative platforms to showcase and make indigenous languages more accessible to a wide audience in *Mura View*. The team blogs its project journeys and publishes code in public repositories.



Search terms



Loom



Unstacked

A landscape photograph of a dirt road winding through a green field under a cloudy sky. Overlaid on the image is a large, stylized, 3D text graphic that reads 'KANGAROO HUNTING GROUND' and 'KANGALoola' in a bold, yellow-green font.

Mura View

¹¹ <http://dxlab.sl.nsw.gov.au/>

StartSpace, Victoria

While Victoria's successful startup community seeks to grow, more early-stage entrepreneurs are needed to support this ambition. As 66% of those under 30 report wanting to work for themselves, and up to 5 million Australian jobs are set to vanish in the next decade, leading to higher self-employment rates, investment in a robust entrepreneurial culture is essential.

StartSpace, at State Library Victoria, will be for anyone with an idea who wants to start their business journey, wherever they are in Victoria. It will offer a membership network with free access to state-of-the-art StartSpace facilities. Targeted specifically at very early-stage entrepreneurs and startup founders, StartSpace will provide dedicated co-working space, business tools, inspiration, mentoring and practical guidance to address current gaps.



Catherine Martin

Discovering new works of fiction, Australia

Trove is one of the world's largest digital libraries, and its digitised newspaper corpus contains over 211 million articles. Managed and maintained by the National Library of Australia, this massive corpus has helped millions of researchers make new discoveries.

One such researcher, Dr Katherine Bode, has discovered 16,500 fictional works from the serialised fiction published in 250 Australian newspapers between 1865 and 1899. Dr Bode invented a paratextual method to mine Trove's digitised newspapers to automatically identify and harvest fictional content.

A new series of books will be published based on these discoveries. The first book, *How I Pawned my Opals* includes five previously lost stories by Catherine Martin, the South Australian feminist, socialist, world traveller, and one of Australia's most important nineteenth-century authors. In literary criticism of the 1890s, Martin features alongside writers such as Rolf Boldrewood, Ada Cambridge, Henry Kingsley and Catherine Helen Spence as a key figure of the emerging Australian literary tradition.

Dr Bode is working with Trove to load these literary works back into the database as new records linking the serialised stories. This is enriching Trove, and making this content available for any member of the public to find and re-use.

10 REDUCED INEQUALITIES



Goal 10 Reduced inequalities

Public libraries provide welcoming places and supportive outreach services that make learning possible for everyone.

Riverina mobile library service, New South Wales

There are 78 mobile libraries operating across Australia, making a significant contribution to rural and remote communities. Riverina Regional Library serves 138,500 residents across an area of 50,000 square kilometres, and its mobile library regularly visits 28 small communities in seven local government areas.



In addition to book lending, the large semi-trailer provides ample space for programs, and is fully air conditioned to deal with extreme heat of 45 degrees in summer.

The mobile library service has been operated for nearly 40 years and has the highest collection turnover rate of all Riverina libraries at 4.9 loans per item compared with the average of 2.3.

Digital inclusion, Australian Capital Territory

Libraries ACT hosted the ACT Digital Hub, funded by the Federal Government program promoting the NBN and offering digital literacy skills development. One-on-one and group sessions in a range of digital literacy topics were offered and during the two year program, 1,270 one-on-one sessions and 506 group sessions were presented.

Digital literacy sessions and technology previously offered through the ACT Digital Hub have since been integrated into the library's services across the city, with one-on-one and group programs being delivered all library locations. This includes a program called Deadly Digital which is a digital skills program for indigenous children.

Training sessions addressed the needs of the broader community focusing on the special needs of young families, indigenous people, migrants, people with disabilities, the aged and youth. Other opportunities included showcasing a virtual classroom experience for the Adult Migrant English Program.

Bilingual baby board books, Northern Territory

The Northern Territory Library bilingual baby board book project began in 2008 with the aim of supporting family literacy in Indigenous communities with a first language other than English. This project has brought local cultural knowledge to life through language, music and artwork, and helped promote and preserve Indigenous languages.

Twenty-five titles of hardcopy bilingual baby board books have been produced by remote Indigenous families, local musicians and artists. Interactive ebooks for some of the collection will soon be released.

Northern Territory Library has partnered with service providers in remote communities, including the Northern Territory Department of Education, Anglicare NT, Walpiri Education and Training Trust, Batchelor Institute of Indigenous Tertiary Education and regional councils.

The bilingual board books have been distributed to community clinics, playgroups, preschools and families.



Goal 11 Sustainable cities and communities

Libraries collect and preserve the nation's cultural heritage for future generations. Libraries are home to their own institution's documents and to local history collections. At the national level, these collections are aggregated through the National Library of Australia's Trove platform.

Indigenous Knowledge Centres, Queensland

Since 2002, the State Library of Queensland has partnered with local Aboriginal and Torres Strait Islander councils to support a network of Indigenous Knowledge Centres (IKCs) in remote communities of Queensland. IKCs provide library and library-related services and serve as repositories for community knowledge and heritage of the two vibrant and distinct Aboriginal cultures and the Torres Strait Islander cultures of Queensland.

There are 24 IKCs operating in Aboriginal or Torres Strait Islander communities across Queensland. Some Aboriginal and Torres Strait Islander communities without an IKC are trialling an Ideas Box to assist the community. The Ideas Box is a portable mixed-media centre developed by Libraries without Borders, and provides an introduction to library services for the communities currently without infrastructure to house an IKC.

Literacy programs are developed in partnership with local councils through their IKCs. Digital inclusion programs commenced in 2007 through the *Taking IT On* initiative. The *culture love* program commenced in 2009 and ran through to 2012.

It promoted 'literacy through the arts.' The digital inclusion focus continued through the *Remote Indigenous Public Internet Access* program which ran from 2009 to 2015.

Deadly Digital Communities commenced in August 2017 as an initiative of the State Library and Telstra. It is being delivered in partnership with local councils through their IKCs. *Deadly Digital* professionally develops local technology leaders to continue regular digital literacy training through their IKC.



Cedric Friday is assisting boys at Wujal Wujal who are training in film-making and interview techniques during a Culture Love arts and cultural program in January 2010.

Uncovering hidden histories, Australia

In the early part of the twentieth century, sick Aboriginal and Torres Strait Islanders were routinely removed from families and country and taken to lock hospitals. Melissa Sweet, a public health journalist, became interested in the history of lock hospitals when approached by members of the Carnarvon and Palm Island communities to investigate the history of this medical incarceration.

Working with local communities, Ms Sweet used Trove to investigate the harsh conditions in the hospitals, the high death rates and the stories of the people who worked in the hospitals. More than 70 people from Malgana/Yawuru communities were involved in the activity, people who are still experiencing the impacts of this period in history.

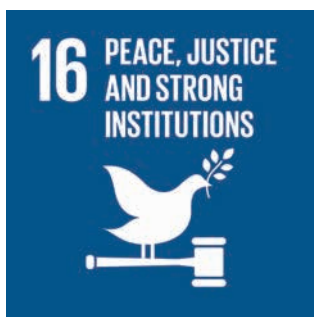
When the research began, there was no public memorial or information available in Carnarvon about the histories or the people who suffered in these hospitals. Ms Sweet compiled folders of the articles sourced in Trove to give to community members and

research participants in Western Australia and Queensland.

Carnarvon Shire Council now has a working group looking to develop memorials to pay respects to those taken to the islands. Ms Sweet says that without Trove 'This research project would not have been anywhere near as extensive, and, most importantly would have been less able to meet the community's needs.'



Lock hospitals — collage of newspaper articles from Trove



Goal 16 Peace and justice strong institutions

Within this goal lies the target for public access to information. Through their print and electronic resources, public access terminals and free Wi-Fi, libraries clearly support this target.

Public and school libraries are also centres for cybersafe training and resources to ensure that people's experiences online are safe and secure.

Legal information, New South Wales

Public libraries in New South Wales have been successfully delivering legal information services to their communities for over 25 years, in partnership with the Legal Information Access Centre (LIAC), located at the State Library of New South Wales.

The focus of the service is on access to information in plain English. LIAC is not only a library service provider, but also a publisher, producing legal information that can be understood by non-lawyers. LIAC also provides training for library staff to help build their confidence in dealing with legal information enquiries – with the emphasis on information rather than opinions or advice.

Other stakeholders in the program include Legal Aid New South Wales, Law Access, Courts and Tribunal Services, the Law and Justice Foundation and community legal centres.

One library card, South Australia

In 2014, the Libraries Board of South Australia, in partnership with the Local Government Association and 68 councils, launched an ambitious project to introduce a state wide library card, embracing digital technologies and delivering a contemporary and innovative service to meet the changing needs of South Australian library customers.

One Card connects more than 130 public libraries across South Australia, providing customers with a greatly expanded choice of items to borrow, as they can request items from all participating libraries and have them delivered free to their local library for collection. As a result of One Card, the South Australian community has ready access to over 3.8 million books, DVDs, CDs and magazines, via a contemporary online platform, all with a single library card.



17 PARTNERSHIPS FOR THE GOALS



Goal 17 Partnerships for the goals

Libraries in Australia are working with libraries around the world, through IFLA, to support the delivery of the Sustainable Development Goals.

In Australia and elsewhere, libraries partner with governments, businesses, civil society, educators, charities and not-for-profit organisations to progress our shared interest in achieving a better future for all humankind.

First Five Forever, Queensland

When the first Australian Early Development Census (AEDC) figures were released for 2009, Queensland fell significantly below the national average, with 60.2% of children on track on four or more domains, compared with 67.5% nationally. This was a driving factor behind the launch of the First 5 Forever family literacy initiative, connecting families with libraries for information, resources and support to build the best foundation for their child's future language and literacy development.

The \$20 million initiative, funded by the State Government, commenced in 2015 and runs until 2018. It is coordinated by State Library of Queensland and delivered in partnership with a network of more than 320 Queensland public libraries and Indigenous Knowledge Centres.

The four-year initiative harnesses the collective impact and reach of public libraries and more than 550 partner organisations to bring about long-term, positive change and address Queensland's underperformance in children's literacy.

In 2015 and 2016, \$9 million in funding was made available to 72 councils, and over one million attendances at approximately 50,000 free sessions were recorded.

The success of the scheme has been reported in *Investing in Queensland families: A partnership between Local and State Government*¹² and developmental vulnerability has decreased more in Queensland than in any other state or territory since the 2009 report according to the latest AEDC figures¹³.

eSmart Libraries, Australia

Launched in 2012 by former Prime Minister Julia Gillard, eSmart Libraries is an \$8 million, multi-year partnership between the Alannah and Madeline Foundation, Telstra Foundation and Australian public libraries.

The program has been rolled out across Australia, in more than 1,000 locations, ensuring libraries and library users develop the skills everyone needs for smart, safe and responsible use of technology.

¹² <http://plconnect.slq.qld.gov.au/resources/children-and-young-people/first-5-forever/reports>

¹³ <https://det.qld.gov.au/earlychildhood/news/Documents/pdf/queensland-aedc-report-final.pdf>

About libraries in Australia



There are **5,000 members** of the Australian Library and Information Association.



13,650 locations in metropolitan, regional and remote Australia.



27,500 workers in libraries and information services.



12.9 million users in communities, schools, universities, TAFEs, government departments, research agencies, hospitals, NGOs, law firms, banks, media channels, technology companies and other knowledge-based enterprises across Australia.



\$2.8 billion is the estimated annual investment in library and information services in Australia.





School libraries

In 2016 there were 9,414 schools in Australia¹⁴. Almost all schools have a library of some description, but they vary enormously in terms of staffing, facilities and resources. At the lower end, there are schools with a few shelves of books and a member of staff whose responsibility it is to look after them, as part of a much wider teaching or administration role. At the high end, there are flagship library and IT hubs, with more than a dozen members of staff, including qualified teacher librarians. They will have a growing collection of print and ebooks and provide a range of services to students, including safer online experiences, group discovery-based learning and study spaces, and more electronic resources.

Public libraries

In 2015 to 2016 there were 1,656 public library service points, 113 million customer visits and 9.4 million registered library members. Total expenditure on public libraries was \$1.18 billion or the equivalent of \$49.11 per Australian¹⁵. Independent studies have shown that for every dollar invested in public libraries, there is a \$2.90 return in terms of community benefits¹⁶. For example, public libraries contribute to literacy, introducing very young children to books, rhymes and stories through free family sessions. They support Australians from non-English speaking backgrounds, and they are home to local history collections.

University libraries

There are 199 libraries in Australian universities, employing approximately 7,000 staff and providing library and information services to 1.3 million higher education students¹⁷. The outstanding service provided by Australia's university libraries supports the government's international education agenda.

TAFE libraries

There are 250 libraries in TAFE institutions around Australia. In TAFE libraries, students have help developing their information discovery skills. They have access to electronic resources and to the internet, through library PCs and via Wi-Fi. They have quiet space in which to study, which may be lacking at home. TAFE library teams work alongside learning support officers, disability support officers, social workers and counsellors, to give every TAFE student the best chance of success, supporting their training and helping them develop lifelong learning skills.

Special libraries

We estimate in 2016 to 2017, there were 2,100 special libraries in Australia. Special libraries include government, health, law, corporate and other libraries that serve the public sector, institutions, businesses, arts and heritage, charities and not for profit organisations.

¹⁴ ABS Schools Australia, 2016 <http://www.abs.gov.au/ausstats/abs@.nsf/mf/4221.0>

¹⁵ NSLA, 2015-2016 http://www.nsla.org.au/sites/www.nsla.org.au/files/publications/NSLA.Aust-Pub-Lib-Stats_2015-16.pdf

¹⁶ ALIA, 2013 <https://www.alia.org.au/sites/default/files/Contribution%20of%20Australian%20Public%20Libraries%20Report.pdf>

¹⁷ Universities Australia, 2017 <https://www.universitiesaustralia.edu.au/australias-universities/key-facts-and-data#.WlvUq6Wa70>

Collecting institutions

Many public libraries, special libraries, museums, galleries and historical societies have local history and special collections, but the main collecting institutions are university, national, state and territory libraries.

The National Library of Australia, State Libraries of New South Wales, Queensland, South Australia, Tasmania, Victoria and Western Australia, the Northern Territory Library and ACT Heritage Library collect, manage and make accessible the Australian human record, preserving our culture and history for researchers, historians and future generations. In 2016 to 2017, these libraries had collections valued at \$5.3 billion. They welcomed some 12.5 million visitors to their buildings and 74.2 million visits to their websites¹⁸.

It is also important to recognise the role that the National, State and Territory libraries play as part of Australia's research infrastructure. For example Trove is the home of Australian collections on the web – more than 560 million items, including digitised newspapers, pictures, journals, books, maps and other items.

Summary

In total, we estimate there were more than 13,600 libraries and information service points in Australia in 2016-2017.

School libraries	9,414
Public libraries	1,656
University libraries	199
TAFE libraries	250
Special libraries and collecting institutions (estimate)	2,100
Total (estimate)	13,619



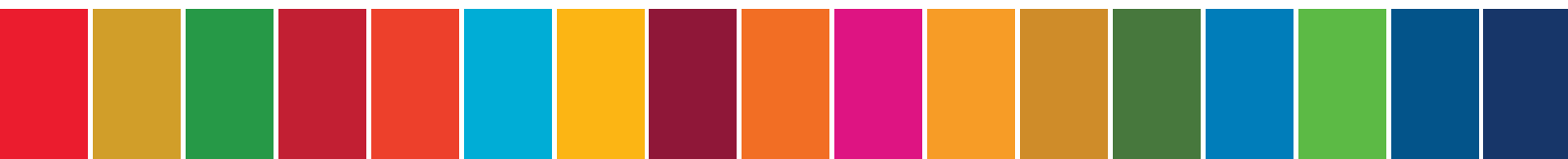
¹⁸ NSLA, 2016-2017 <http://www.nsla.org.au/about-nsla>





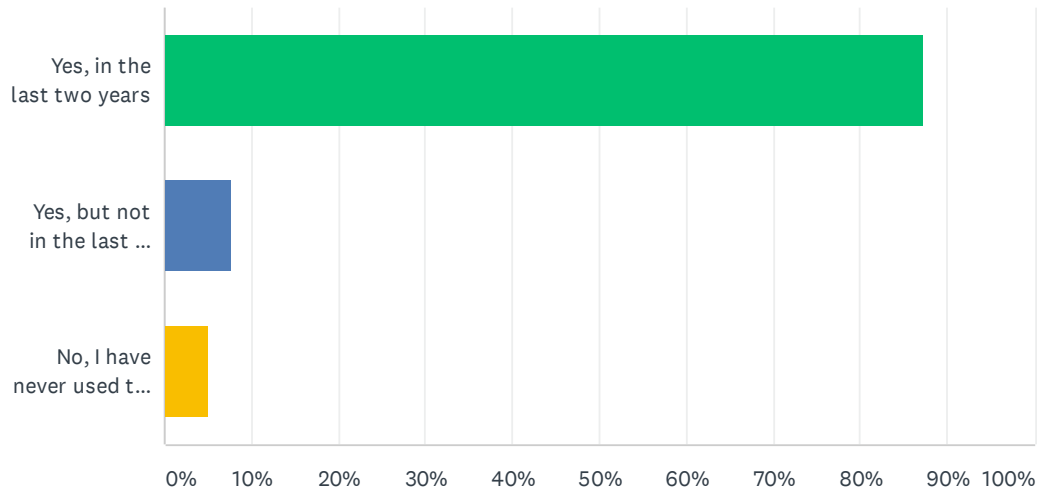
Australian Library and
Information Association

alia.org.au



Q1 Have you ever used the Mildura Rural City Council Library Service?

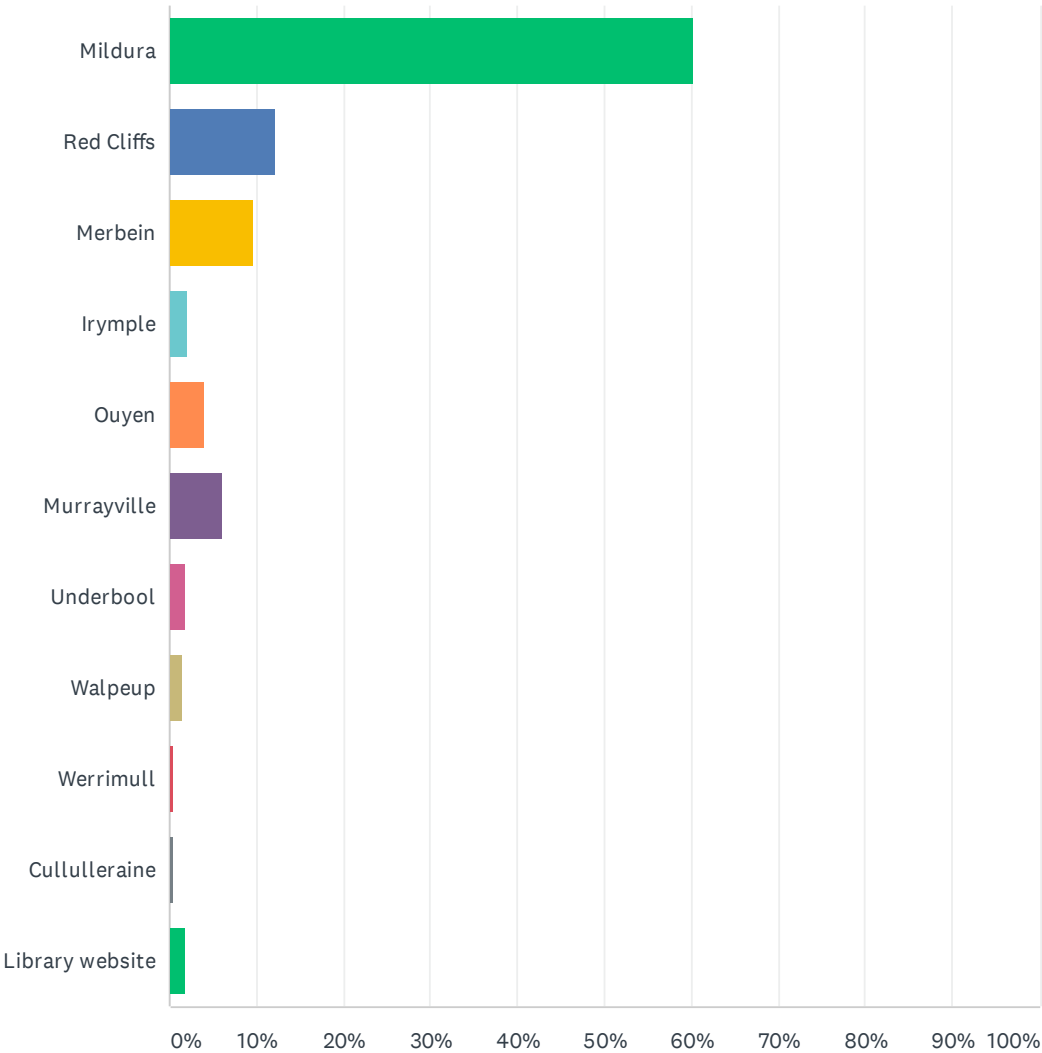
Answered: 320 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes, in the last two years	87.19%	279
Yes, but not in the last two years	7.81%	25
No, I have never used the Library Service	5.00%	16
TOTAL		320

Q2 Which Library branch do you use most often?

Answered: 279 Skipped: 43

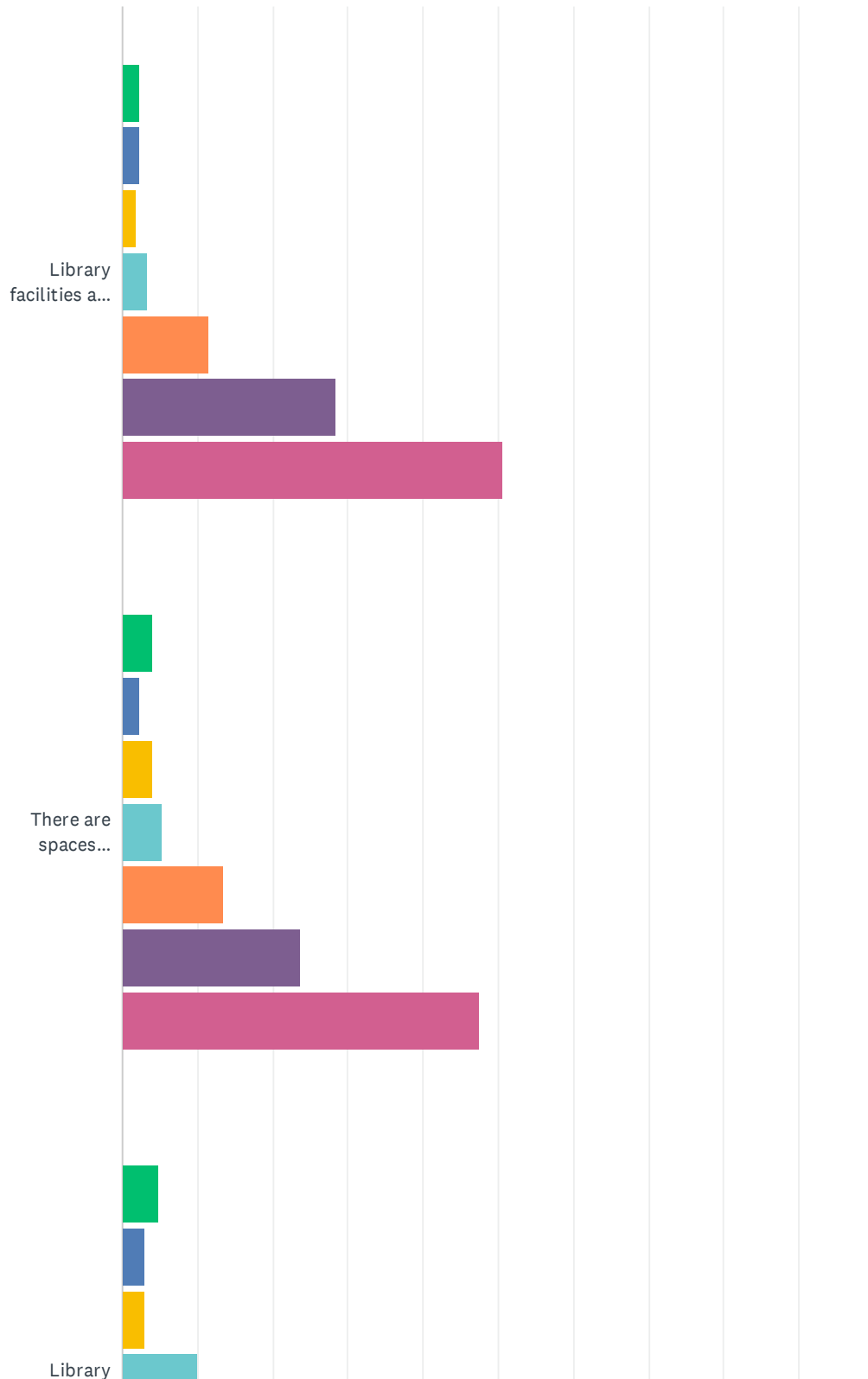


Library Services User and Non-User Survey 2019

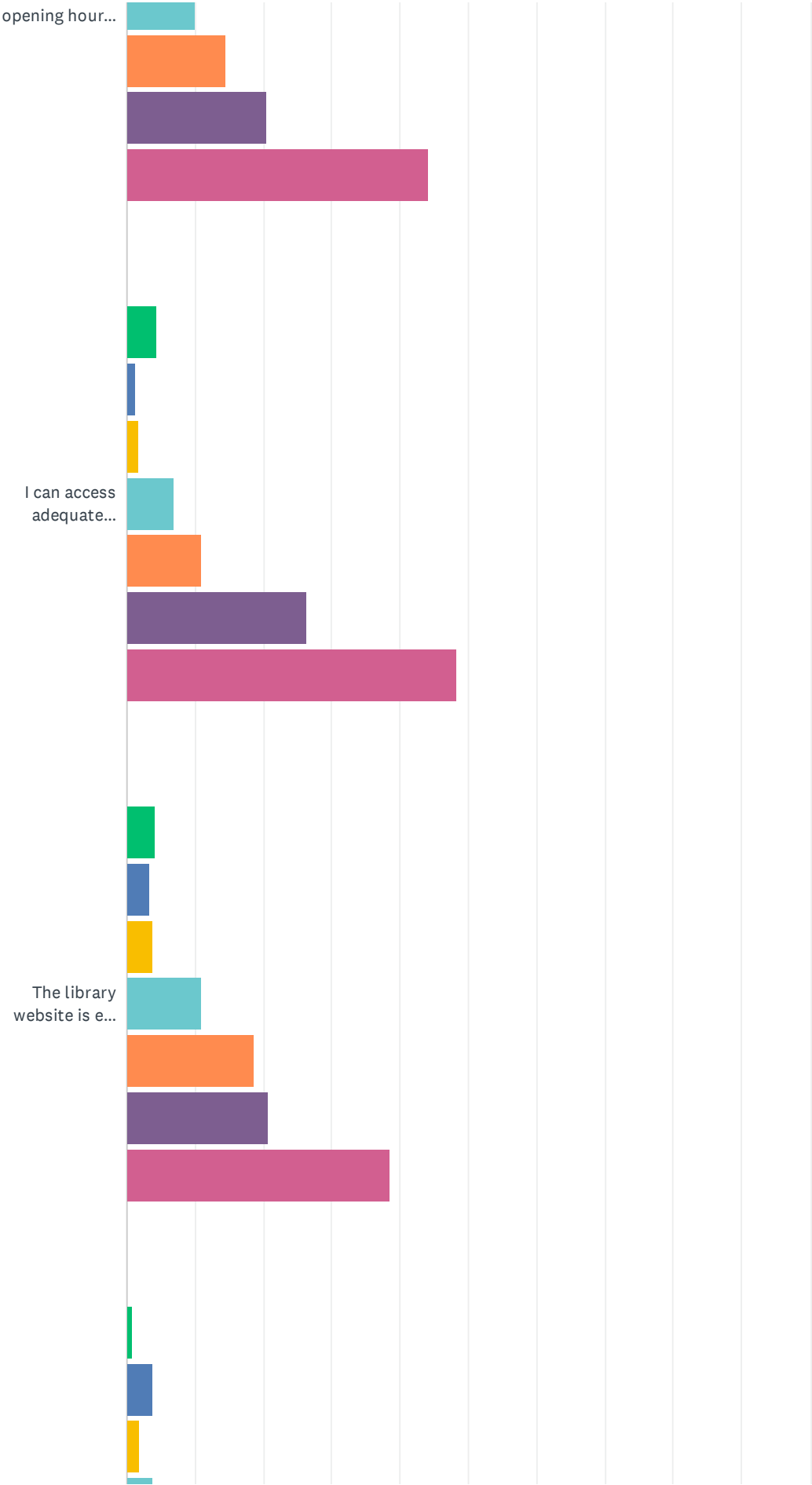
ANSWER CHOICES	RESPONSES	
Mildura	60.22%	168
Red Cliffs	12.19%	34
Merbein	9.68%	27
Irymple	2.15%	6
Ouyen	3.94%	11
Murrayville	6.09%	17
Underbool	1.79%	5
Walpeup	1.43%	4
Werrimull	0.36%	1
Cullulleraine	0.36%	1
Library website	1.79%	5
TOTAL		279

Q3 A number of statements relating to the service you receive and your experience are listed below. Please rate each statement on how well you feel the Library Service is performing in that area.

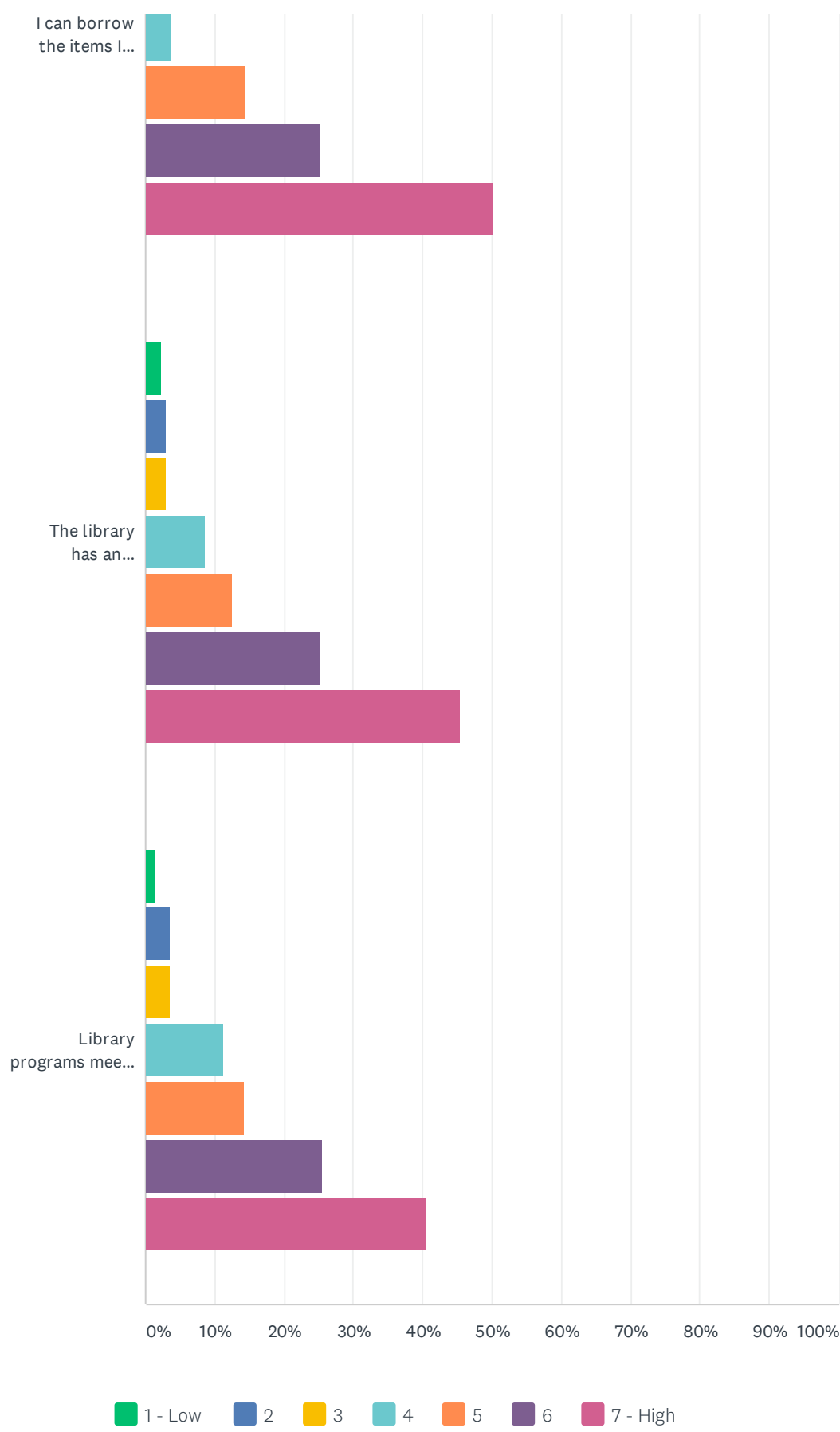
Answered: 273 Skipped: 49



Library Services User and Non-User Survey 2019



Library Services User and Non-User Survey 2019

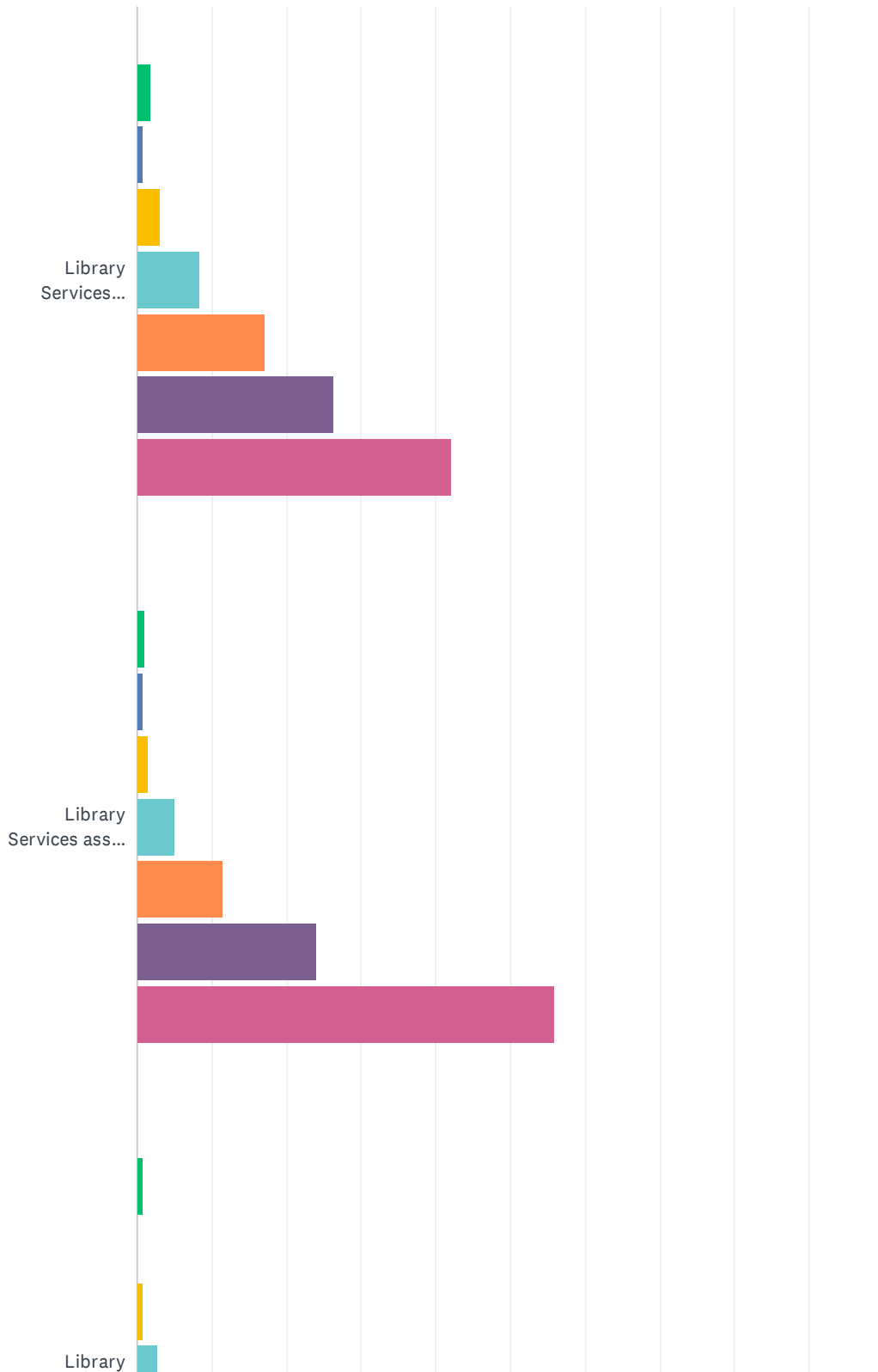


Library Services User and Non-User Survey 2019

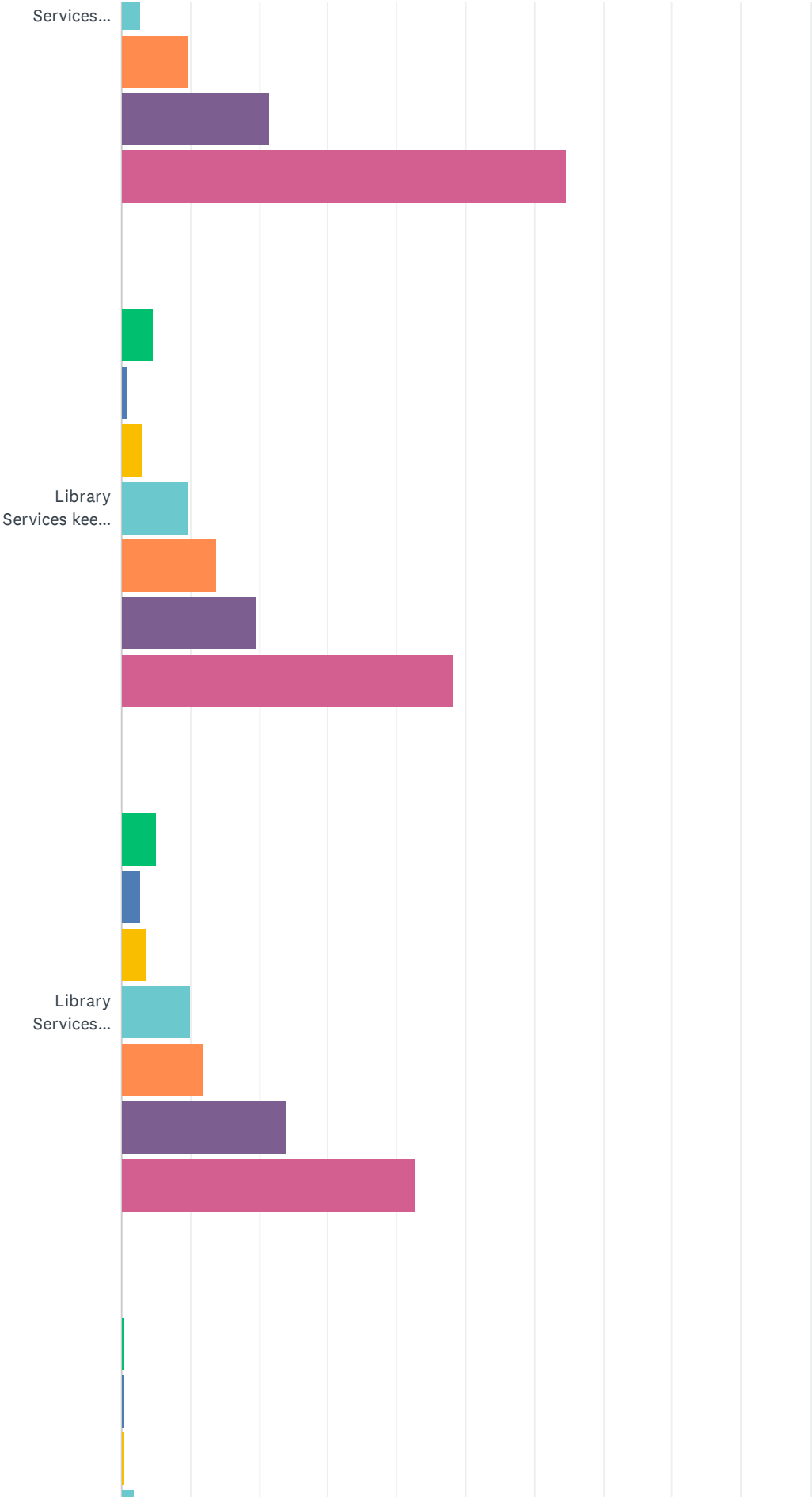
	1 - LOW	2	3	4	5	6	7 - HIGH	TOTAL	WEIGHTED AVERAGE
Library facilities are adequate (eg buildings)	2.21% 6	2.21% 6	1.85% 5	3.32% 9	11.44% 31	28.41% 77	50.55% 137	271	6.07
There are spaces available to use (eg read, study, socialise)	4.07% 11	2.22% 6	4.07% 11	5.19% 14	13.33% 36	23.70% 64	47.41% 128	270	5.82
Library opening hours meet my needs	4.83% 13	2.97% 8	2.97% 8	10.04% 27	14.50% 39	20.45% 55	44.24% 119	269	5.65
I can access adequate technology at the libraries (eg Internet, Wi-Fi)	4.47% 11	1.22% 3	1.63% 4	6.91% 17	10.98% 27	26.42% 65	48.37% 119	246	5.91
The library website is easy to use	4.22% 10	3.38% 8	3.80% 9	10.97% 26	18.57% 44	20.68% 49	38.40% 91	237	5.52
I can borrow the items I want	0.74% 2	3.72% 10	1.86% 5	3.72% 10	14.50% 39	25.28% 68	50.19% 135	269	6.04
The library has an extensive collection to use	2.23% 6	2.97% 8	2.97% 8	8.55% 23	12.64% 34	25.28% 68	45.35% 122	269	5.84
Library programs meet my needs	1.54% 4	3.47% 9	3.47% 9	11.20% 29	14.29% 37	25.48% 66	40.54% 105	259	5.72

Q4 A number of statements relating to the service you receive and your experience are listed below. Please rate each statement on how well you feel the Library Service is performing in that area.

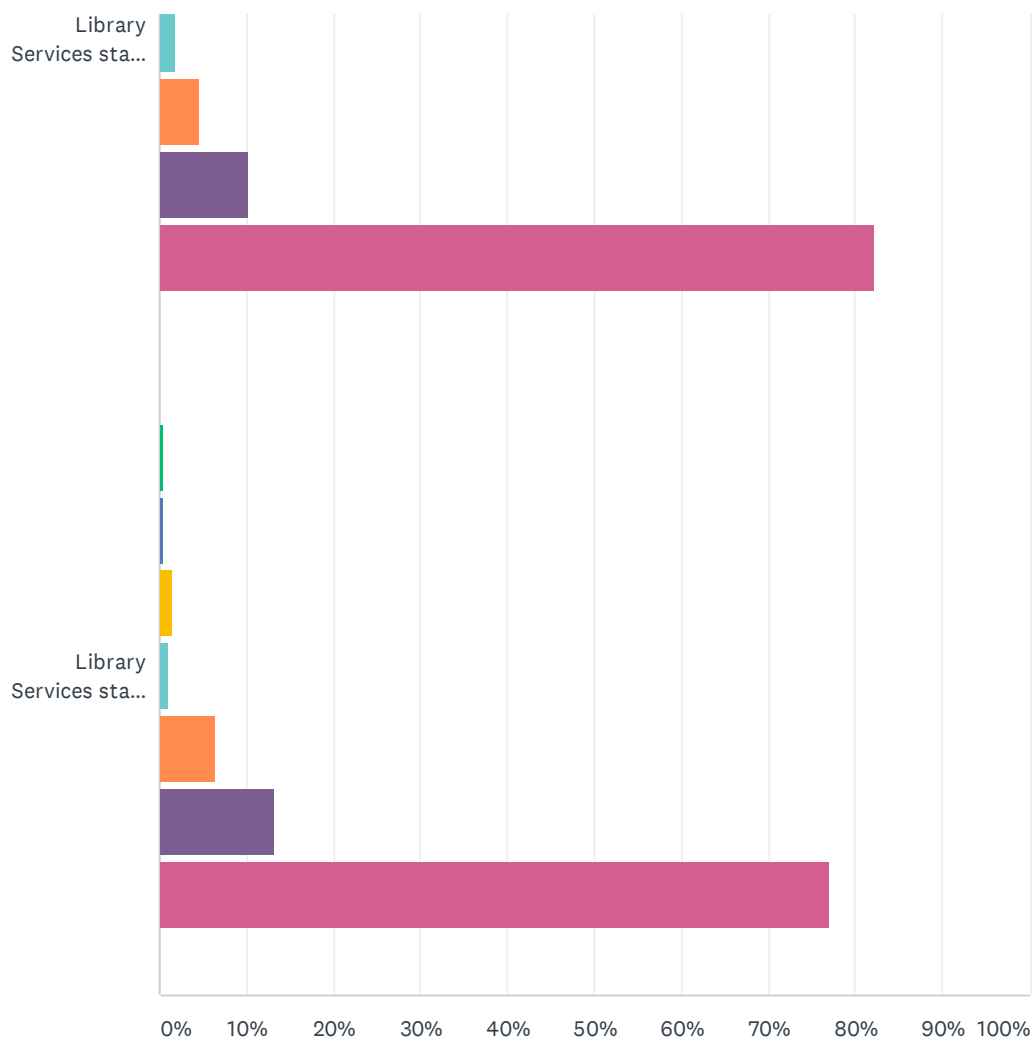
Answered: 266 Skipped: 56



Library Services User and Non-User Survey 2019



Library Services User and Non-User Survey 2019



1 - Low 2 3 4 5 6 7 - High

	1 - LOW	2	3	4	5	6	7 - HIGH	TOTAL	WEIGHTED AVERAGE
Library Services identify your needs and expectations	1.92% 5	0.77% 2	3.07% 8	8.43% 22	17.24% 45	26.44% 69	42.15% 110	261	5.86
Library Services assist you to resolve your problems	1.15% 3	0.77% 2	1.53% 4	4.98% 13	11.49% 30	24.14% 63	55.94% 146	261	6.21
Library Services provides prompt responses to questions, queries and requests	0.77% 2	0.00% 0	0.77% 2	2.69% 7	9.62% 25	21.54% 56	64.62% 168	260	6.43
Library Services keeps in contact with you	4.63% 12	0.77% 2	3.09% 8	9.65% 25	13.90% 36	19.69% 51	48.26% 125	259	5.80
Library Services proactively communicates information to you	5.04% 13	2.71% 7	3.49% 9	10.08% 26	12.02% 31	24.03% 62	42.64% 110	258	5.64
Library Services staff are polite and courteous	0.38% 1	0.38% 1	0.38% 1	1.89% 5	4.53% 12	10.19% 27	82.26% 218	265	6.69
Library Services staff are accessible	0.38% 1	0.38% 1	1.51% 4	1.13% 3	6.42% 17	13.21% 35	76.98% 204	265	6.60

Q5 Please give us your suggestions for improvement or any other comments about the Library Service.

Answered: 140 Skipped: 182

Library Services User and Non-User Survey 2019

#	RESPONSES	DATE
1	Service is great	12/18/2019 2:03 PM
2	Better signage	12/16/2019 11:51 AM
3	Open seven days a week	12/12/2019 11:55 AM
4	It's a great place, even with Borrow Box on the tablet I like to come in, Browse & Borrow, not with the machine, but with the lovely friendly librarian. don't ever change it for its a great service which also connect real people.	12/11/2019 11:28 AM
5	Keep up the good work	12/5/2019 2:11 PM
6	A few more new books would be good otherwise I either order online or the librarian orders for me. Most of my books are pre-ordered - have exhausted the supply of what I like in the library. Love going to Merbein if I'm there on a library day	12/5/2019 12:42 PM
7	People using Internet on library computers should be using headphones when playing sound. This is so other patrons can focus on what they're doing. Need a quiet study area	12/5/2019 12:39 PM
8	Ouyen need more kids books as I have read all of them. Thankyou	12/5/2019 12:36 PM
9	Staff at Ouyen are always obliging and pleasant. Perhaps an out of hours drop box for books etc would appreciate that! As a full time paid working person I don't have time for a book club etc but when I retire my needs will change and I will be looking for more opportunities for social contact around books etc	12/5/2019 12:35 PM
10	When using the website (logged in) on my phone the graphics do not display well, especially My Account stuff, like my holds or borrowed items, etc. I end up having to guess where to press on the screen & get lucky. Generally my expectations are not only met but the library goes well above, especially in terms of titles I can access. The only ones I can't get are very new & or alternative or unusual & I wouldn't really expect to be able to get	12/5/2019 12:31 PM
11	All the staff at Mildura Library are wonderful. I have known them for years and I feel they are family. Nothing is too much trouble for them and they are all friendly and polite. I have also been to Merbein and they are the same. I love going to the library because I can have a chat with the librarians and get myself DVDs and books. When I have items on hold it feels like Christmas when I pick them up. The librarians are very helpful when I have a problem with a computer there.	12/5/2019 12:25 PM
12	Libraries should be open for 24 hours all days. Staff can work their usual time. Other times people can use their library cards to access to the libraries and self service. It's very simple. Thank you	12/5/2019 12:11 PM
13	Monday operating hours should be the same as the rest of week	12/5/2019 12:08 PM
14	Maybe swap books over more regularly	12/5/2019 12:00 PM
15	The library here is a wonderful resource that is very important to me. The only suggestion is maybe rotate books and DVDs more often between branches	12/5/2019 11:57 AM
16	I believe there should be more room to sit and read / socialise. Also that if there was one other thing to use while you're in there that would be great e.g. photo printing machine	12/5/2019 11:55 AM
17	Maybe send / provide each regular user with a monthly list of suggested titles (available or pending) based on past borrowing habits. Hold books / materials for a few days based on suggested list. Short library tours of collection e.g. historical, certain themed (e.g. bush rescue, 1860s wars, animal as key figure etc.) and possibly quick discussion on selected book combination with DVDs or music or talking books	12/5/2019 11:52 AM
18	No improvements but still don't like the parking situation at the library re near availability to access library	12/5/2019 11:48 AM
19	Photo service provide for gun licence, driver licence etc. Toy library	12/5/2019 11:43 AM
20	At this point in time everything seems to be all I need	12/5/2019 11:38 AM
21	Perhaps swap a late opening time to an early one - i.e. so that you could call in on the way to work	12/5/2019 11:36 AM

Library Services User and Non-User Survey 2019

22	We are so lucky to have such a great library service - helpful and great staff and a good collection	12/4/2019 4:57 PM
23	I always enjoy visits to the library however I sometimes regret (because I forget!) the Monday morning closure	12/4/2019 4:54 PM
24	Some questions do not apply to me. I read large print books and get them every 2 - 3 weeks	12/4/2019 4:44 PM
25	It would be good if Red Cliffs Library was open on Mondays	12/4/2019 4:41 PM
26	I find the staff extremely friendly and helpful. I have warm, enjoyable interaction with them. The fact that most of them have been in the jobs a long time is a plus. They go out of their way to be of assistance	12/4/2019 4:37 PM
27	More DVDs TV shows - 60s and 70s	12/4/2019 4:32 PM
28	Opening hours should start 9am during the week and 10am Sundays	12/4/2019 4:27 PM
29	Increase DVD loan times	12/4/2019 4:22 PM
30	All good	12/4/2019 4:19 PM
31	Very happy with what and when available for me and extras presented	12/4/2019 4:16 PM
32	Assistance in finding material is outstanding	12/4/2019 3:51 PM
33	Website - did not answer as I did not know there was one. Programmes - did not answer as I have never participated again an unknown quantity	12/4/2019 3:49 PM
34	Invite very young primary school age classes to do excursions of the library. This might help promote the parents and children who have never used the free library services. Have a weekly or monthly school class excursion for story telling	12/4/2019 3:43 PM
35	A great service and wonderful staff. Maybe school holidays movie screenings	12/4/2019 3:40 PM
36	A great service and wonderful staff. Maybe school holidays movie screenings	12/4/2019 3:39 PM
37	I am very pleased with this library	12/4/2019 2:32 PM
38	Hours on Sunday and Monday should be extended	12/4/2019 2:31 PM
39	I feel at times there is a need for more study tables designed for individual use rather than group. As a family, I feel children's programs need to be more varied and structured during school term & holidays such as a story writing (aimed at older youth too) coding, etc. Perhaps more resources for STEAM activities if this was possible too for children and youth	12/4/2019 2:29 PM
40	Better Internet speed and increase of data. More youth programs for 12+	12/4/2019 2:17 PM
41	One hour allocated to Internet use is inadequate for those of us who do not have our own computers. At least two hours will be ok	12/4/2019 2:15 PM
42	Always hard this part to identify things when you're already very happy. (But just for the record LOL 24/7 open would be perfect) No just kidding - all good.	12/4/2019 2:12 PM
43	I can't wait for the place-based library to go in Pioneer Park in Murrayville. If it was in there the first four parts of question 2 would all be a 7. It's a wonderful service for the community which is free. What's not to love??!!	12/4/2019 2:09 PM
44	I am very happy with the service at Red Cliffs Library. The staff are all very helpful and nothing is too much trouble. They are all lovely, helpful people and I have nothing but praise for their service.	12/4/2019 2:02 PM
45	Open on Mondays - open at 9am	12/4/2019 2:00 PM
46	In my life I have used many libraries around Victoria - public, school, university. I feel Merbein Library is the best I have experienced - especially since the Swift program has been introduced	12/4/2019 1:30 PM
47	Think service is terrific. Staff helpful, excellent facility. Would be greatly missed. This questionnaire very good idea	12/4/2019 1:28 PM
48	A phone app that is easy to use (for those who don't have computers, tablets or laptops)	12/4/2019 1:22 PM
49	A3 printer at Red Cliffs would be great	12/4/2019 1:19 PM

Library Services User and Non-User Survey 2019

50	I would like more new large print novels and westerns	12/4/2019 1:18 PM
51	More male authors, more European authors, less American authors	12/4/2019 1:16 PM
52	No problem is too big for the staff always willing to help and advise if necessary	12/4/2019 1:14 PM
53	Get more books	12/4/2019 1:11 PM
54	More tables on the other side of library near the windows	12/4/2019 1:09 PM
55	Noise can be annoying e.g. unsupervised children running around screaming & yelling out. Parents should be asked to supervise them by library staff. People using mobile phones are very loud - should be asked to take them outside to show consideration for others. Recently I was in the USA and it was so pleasant in their library (Timbertown) noise is not allowed. Reminded me of how libraries in Oz used to be	12/4/2019 1:05 PM
56	Staff are always very friendly & helpful. Would like to have a meeting room available for book club discussion	12/4/2019 12:56 PM
57	The after hours drop off chute is not easy to access and is a long way from the car-park and there does not appear to be parking available nearby. The inter-library loan service is very good - and free of charge!	12/4/2019 12:54 PM
58	Opening at 9am would be an improvement	12/4/2019 12:42 PM
59	I understand that there are financial constraints on libraries, particularly in rural areas. In spite of this I feel the group of Mildura Libraries do an excellent job. Staff are always helpful and informative	12/4/2019 12:40 PM
60	Extend opening hours e.g. to 9pm	12/4/2019 12:31 PM
61	Would like the Red Cliffs Library to be open on a Monday if possible	12/4/2019 12:29 PM
62	All the staff are friendly, helpful and informative	12/4/2019 12:17 PM
63	Fantastic inclusive service!	12/4/2019 11:41 AM
64	Several recliner chairs to really relax in whilst reading or filling in time	12/4/2019 11:39 AM
65	Not enough new books put into stock	12/4/2019 11:24 AM
66	Always helpful and friendly service received when I attend this library	12/4/2019 11:21 AM
67	The staff in the Red Cliffs Library go above their duty whenever I need to order anything and are polite and eager to help me	12/4/2019 11:19 AM
68	Murrayville needs a permanent building so that the number of books & facilities can increase	12/4/2019 11:16 AM
69	A permanent library building would allow for returns to be safely deposited and allow for an extension of books and DVDs plus electronic services to this wonderful community - Murrayville	12/4/2019 11:14 AM
70	Talking books in short supply (not CDs)	12/4/2019 11:10 AM
71	I'd love to see a lot more SiFi and Fantasy but that's because those the genres I enjoy.	11/29/2019 11:38 AM
72	Take a look at Melton (Vic) library website for a multitude of ideas. Having come from that library to here, Mildura is very substandard, unappealing and thus under utilised. It's a traditional library, not a modern library. It should be a welcoming space for people to come and study and research in, not just browse and borrow books. Activities and baby bounce for children are great, but that's were community service and presence seems to stop. Events, workshops, speakers, local activities, advertising services, encouraging people in. You're in a great hub and people walk past you. I know in part this is the Mildura culture to not utilise services, but offer them, run them - for the non stagnant. Make it culturally safe and welcoming!	11/28/2019 9:23 PM
73	The range of materials to select from is very small. especially since the library van is no longer in existence. The books don't seem to be changed very often. I find browsing online and ordering books in allows me a much larger selection.	11/28/2019 5:14 PM
74	Newer books for children and more information books based on their level of knowledge	11/28/2019 3:05 PM
75	A coffee shop inside	11/27/2019 10:17 PM

Library Services User and Non-User Survey 2019

76	More activities for people at different ages	11/27/2019 6:25 PM
77	More current releases available	11/27/2019 8:57 AM
78	I hope you continue to mark books as follow : kangaroo for Australian,gun for crime etc,it is very helpful	11/26/2019 10:15 PM
79	Make the space more inviting, seems a bit clinical at times.	11/26/2019 3:08 PM
80	More space universe and science books please	11/26/2019 10:49 AM
81	I find the non-fiction section difficult to navigate when it's sorted into subject, rather than Dewey Decimal system, especially when I'm looking for a particular title and have the number. I would also like a running/fitness magazine to borrow or a craft one.	11/26/2019 9:48 AM
82	It would be more convenient if the service was in Walpeup on Tuesday as is Tip opening and not on junior netball/football trining night The selection available at the library site should return to original levels and be set up for the full time advertised	11/25/2019 8:07 PM
83	I wouold really find it useful to have an identified staff member for more advanced short tech questions. Some one you can go up to and quickly ask Why is this not working? or how do I do this? Little easy things just past beginner's level. An answer for the small obstacles that stop a user going forward faster. I see older users really benefitting from a staff member like this.	11/25/2019 4:23 PM
84	I feel our library is a credit to the staff and volunteers for a sml town	11/25/2019 3:34 PM
85	Really like the newspapers and magazines that are available for download to phone. However would like more international authors available with the audiobook service (it currently has very, very heavy focus on Australian authors)	11/24/2019 7:56 PM
86	More variety of DVDs and/or more copies	11/23/2019 9:00 PM
87	Open earlier Open all day Monday	11/23/2019 8:52 AM
88	More aboriginal books in the childrens department, ficion and non-ficton. Bigger childrens area, Closer parking especially for people with children.	11/21/2019 4:13 PM
89	Very happy	11/21/2019 1:59 PM
90	Merbein Library staff are the best. Friendly helpful and great with children on their activities days. Love taking my grand daughter there for storytelling, singing and craft.	11/21/2019 1:53 PM
91	Better car parking	11/21/2019 1:50 PM
92	My children and I absolutely love the library, we are there at least once a week. We also enjoy the holiday programs that are run. The staff are helpful and friendly.	11/21/2019 1:46 PM
93	The Mildura Library Service provides an excellent community service which is absolutely vital for Mildura's continued development. Library staff are friendly, extremely helpful and knowledgeable.	11/21/2019 1:43 PM
94	Staff always happy & welcoming during book reading & all other times.	11/21/2019 1:39 PM
95	very happy with the library & baby bounce programs	11/21/2019 1:37 PM
96	Stop the use of headphones in the library, very distracting. I use ear plugs when I am there! Silence is never observed.	11/21/2019 8:39 AM
97	Change stock more	11/20/2019 12:59 PM
98	fix up your webpage so it is easy to find things	11/19/2019 10:08 AM
99	If prefer baby bounce to be a little bit later in the morning or offer an afternoon session. I find it a bit hard to get to at its current time in Mildura	11/19/2019 8:26 AM
100	Inadequate variety of novels for young adults, noisy & no quiet spaces for kids to study. Compared to other libraries, this is one is not adequate for the area it serves. Book club membership is also too high.	11/19/2019 7:15 AM
101	I wonder how many locals actually use the service at Walpeup. I find the Service at Ouyen convenient as it is open for longer hours.	11/17/2019 3:05 PM

Library Services User and Non-User Survey 2019

102	I find Cathy at red cliffs Fantastic. She also does Rhyme Time at Nangi Kinder and she is great with the kids and knows how to deal with them. She is also great in the library and is always really helpful. The website is terrible and difficult to use. Everything is lumped under my account. Id rather a button to press or it could all be displayed easier.	11/16/2019 12:59 PM
103	Could you please not use rubber bands on holds? I'm allergic. Maybe just tuck the slip in the tops of books? Could we also please have an after hours return box on the 12th Street side near the carpark? The Deakin Ave one is creepy after dark :(Thank you for being a great library. I'm loving the craft nights for adults and can't wait for more! Book Myne is such a good app to use with you too.	11/15/2019 11:31 PM
104	Separation of feature films (movies) vs series, both on shelves and in catalogue - they're vastly different things! Better website instead of apps. Better integration for inter-library loans.	11/15/2019 6:09 PM
105	The range and number of books available has diminished dramatically. Social areas have replaced lending stock. Not good.	11/15/2019 3:21 PM
106	I stopped using the Library because of late fees. I like the text message reminders to return the books.	11/14/2019 11:15 PM
107	Great staff	11/14/2019 8:50 AM
108	School holiday activities like the children ones where they make stuff but for teens and young adults where they can express more creativity if they wish to participate.	11/13/2019 8:42 PM
109	Generally it has been a good experience. Some of the programs for kids were at times or days I couldn't use, but that isn't a poor reflection on the library.	11/13/2019 11:39 AM
110	Would like the Mildura library to open Monday morning	11/13/2019 9:09 AM
111	A larger collection of eBooks would be great!	11/13/2019 7:51 AM
112	I am very happy with everything about the library	11/13/2019 12:35 AM
113	Longer opening hours. Why only half a day on Monday??? There needs to be more spaces to study.	11/12/2019 5:10 PM
114	Library staff to be more engaging and friendly	11/12/2019 9:38 AM
115	An excellent service is provided. I recommend it quite often.	11/11/2019 5:36 PM
116	More music collection items, longer computer time, more adult programs	11/10/2019 8:23 PM
117	The inter library loans, ebooks, audio books, and access to so many resources is a weekly treat for our family.	11/9/2019 8:07 AM
118	Bigger electronic library including audiobooks	11/9/2019 4:10 AM
119	Need a workspace to use at the Ouyen library.	11/8/2019 2:30 PM
120	Accessible parking is a major issue at Merbein as the building is shared with other groups. Therefore it can be challenging to access and you need to plan ahead and use it when there is adequate parking available. Also the lack of more technical material is hard to source if you want to read a more detailed work on say archeology or a area of science or religion you need to purchase it as these materials are unavailable. As these books are expensive it would be brilliant if they could be sourced from other libraries not just government libraries.	11/7/2019 9:40 PM
121	I go to the library purely for baby bounce. Would love to have it more than one day a week.	11/7/2019 4:33 PM
122	Casual social book club for mums?	11/7/2019 3:21 PM
123	We love story time and honestly think the services on offer are amazing. I would love to see another program run for the slightly older kids in the year before school.	11/7/2019 7:58 AM
124	All good	11/6/2019 10:14 PM
125	Please buy new book club sets and update the online list so that it's easier to utilise.	11/6/2019 7:06 PM
126	In a building. More resources.	11/6/2019 6:33 PM
127	The LONG awaited building proposed for Murrayville would be advantageous for the community as a whole. How exciting would it have been if I could have ticked higher to your	11/6/2019 9:20 AM

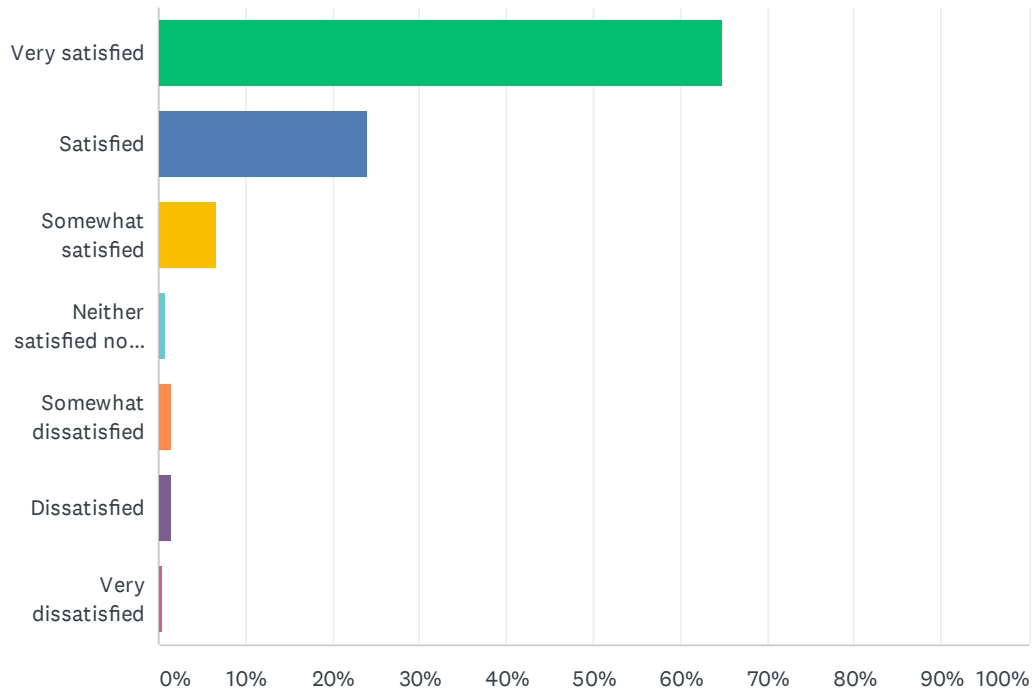
Library Services User and Non-User Survey 2019

services question? - Because we have finally been given a wonderful and resourceful building and I had the opportunity to fill the survey out again. It is disappointing to have the town divided over an asset that can provide imagination, richer knowledge, and connections for all. An asset that I believe and I know will cater for all the generations in the community, not just for one or 6 individuals of a similar age. I personally can't understand why anyone would fight the proposed library building. Why? When our current facilities make do, rather than flourish for the town, the wider community and those who are to come. Again I would have loved to of put a higher review but I just think we could be provided for better.

128	I guess if the library keeps being able to order things in upon customers request then it should be good.	11/4/2019 1:26 PM
129	Wider advertising of event & promotions	11/3/2019 12:06 AM
130	The wifi at Ouyen is a bit unreliable and there is no real social space but otherwise it is the best thing that has happened for library services here, we love it and the staff are so helpful and friendly	11/2/2019 8:49 AM
131	I would love to see the library building in Murrayville	11/1/2019 7:21 PM
132	More advertising of events and services available	11/1/2019 7:07 PM
133	Make Irymple Library bigger. Find a new location for Mildura close to car park or shade carpark itbis a long walk with kids.	11/1/2019 6:49 PM
134	Need more new kids books at ouyen iv red them all	11/1/2019 12:49 PM
135	Karen and Julie are wonderful at Merbein! They run a friendly and inclusive Storytime program, making everyone feel welcome and valued. The children love them too! They both put a lot of effort and enthusiasm into the program, and it is very much appreciated.	11/1/2019 12:16 PM
136	Books need to be changed more regularly.	11/1/2019 10:52 AM
137	More Quiet rooms for adults and students	11/1/2019 10:46 AM
138	Mildura Library needs more space for community engagement	11/1/2019 9:21 AM
139	Online book club. Easier to use website More activities for youth Access to help with government forms More adult programs like learning how to do things eg cooking, macrame, playing an instrument	11/1/2019 9:11 AM
140	Need a photo printing station	11/1/2019 8:52 AM

Q6 Please indicate your overall satisfaction with the Library Service

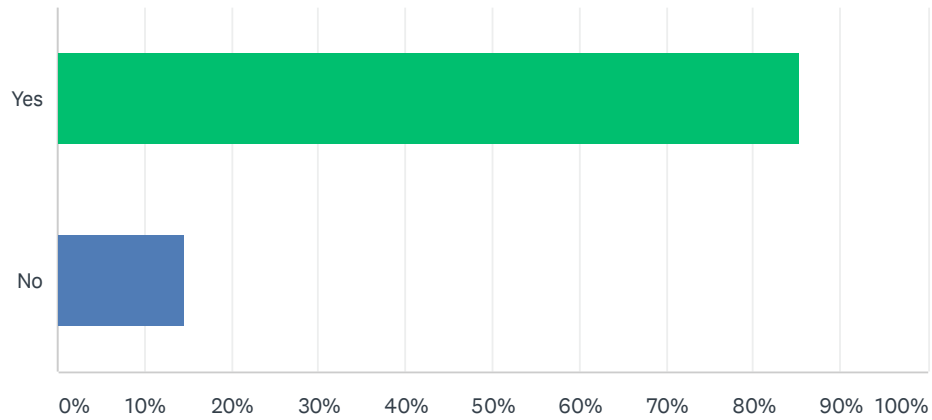
Answered: 265 Skipped: 57



ANSWER CHOICES	RESPONSES	
Very satisfied	64.91%	172
Satisfied	24.15%	64
Somewhat satisfied	6.79%	18
Neither satisfied nor dissatisfied	0.75%	2
Somewhat dissatisfied	1.51%	4
Dissatisfied	1.51%	4
Very dissatisfied	0.38%	1
TOTAL		265

Q7 Are you aware that borrowing from the Library is free?

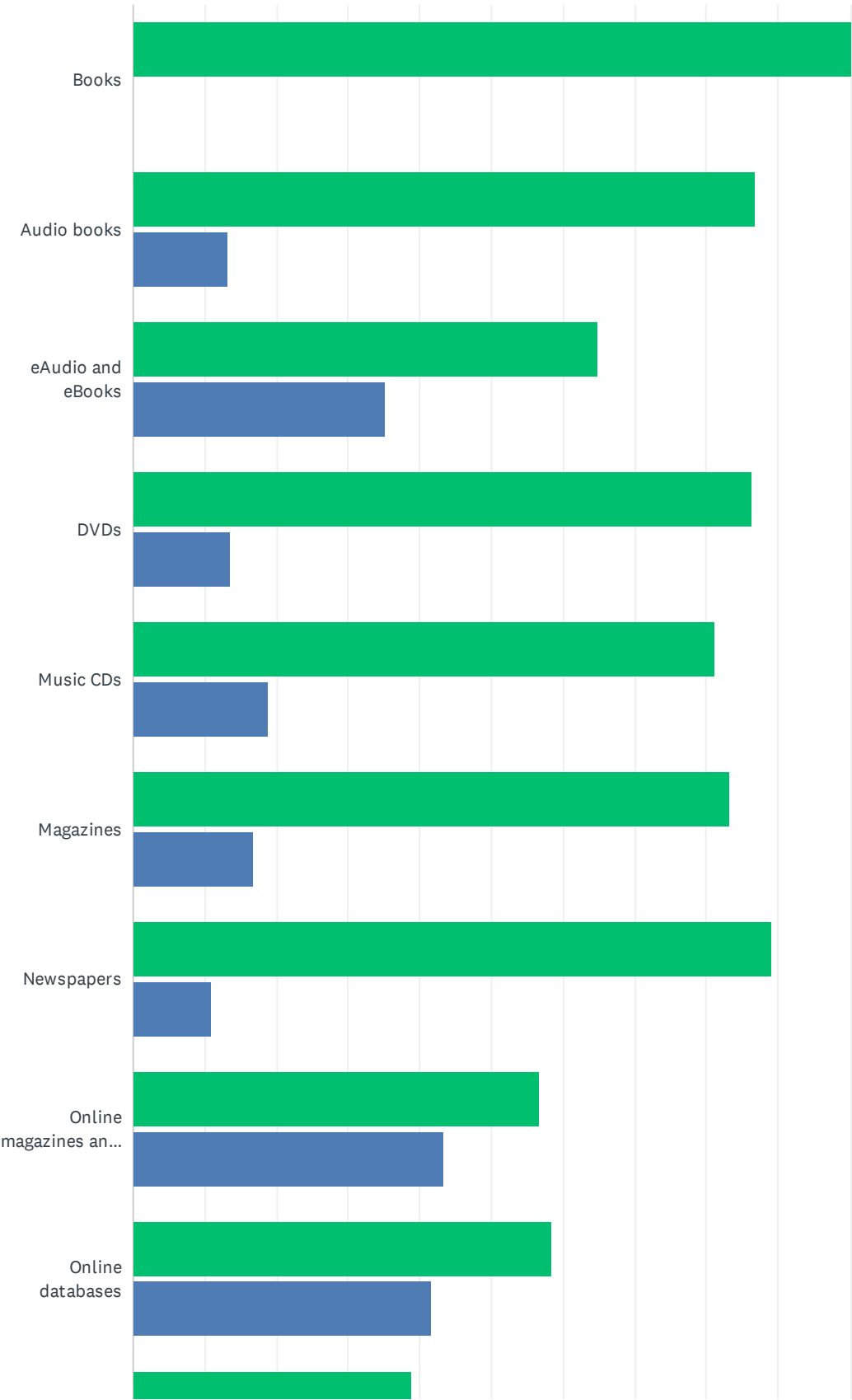
Answered: 41 Skipped: 281



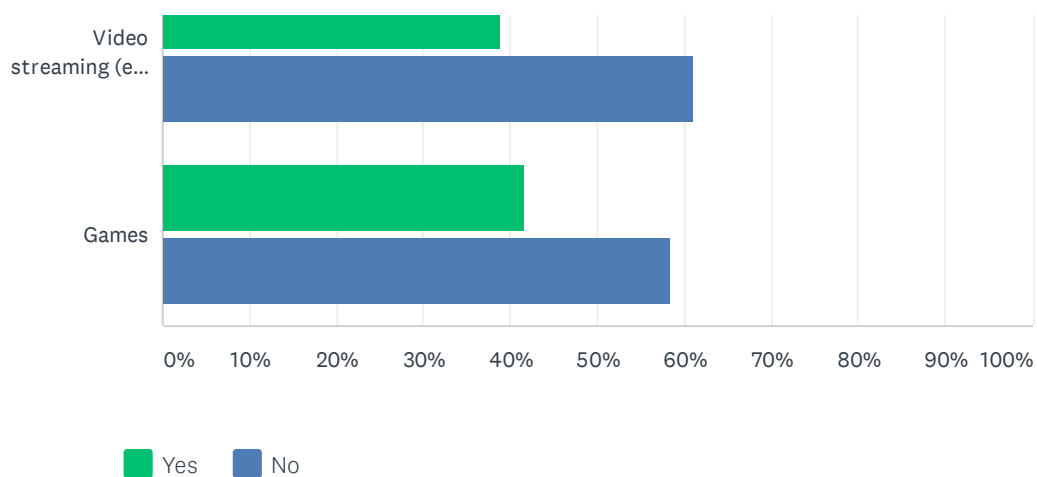
ANSWER CHOICES	RESPONSES	
Yes	85.37%	35
No	14.63%	6
TOTAL		41

Q8 Did you know that you can access these items?

Answered: 38 Skipped: 284



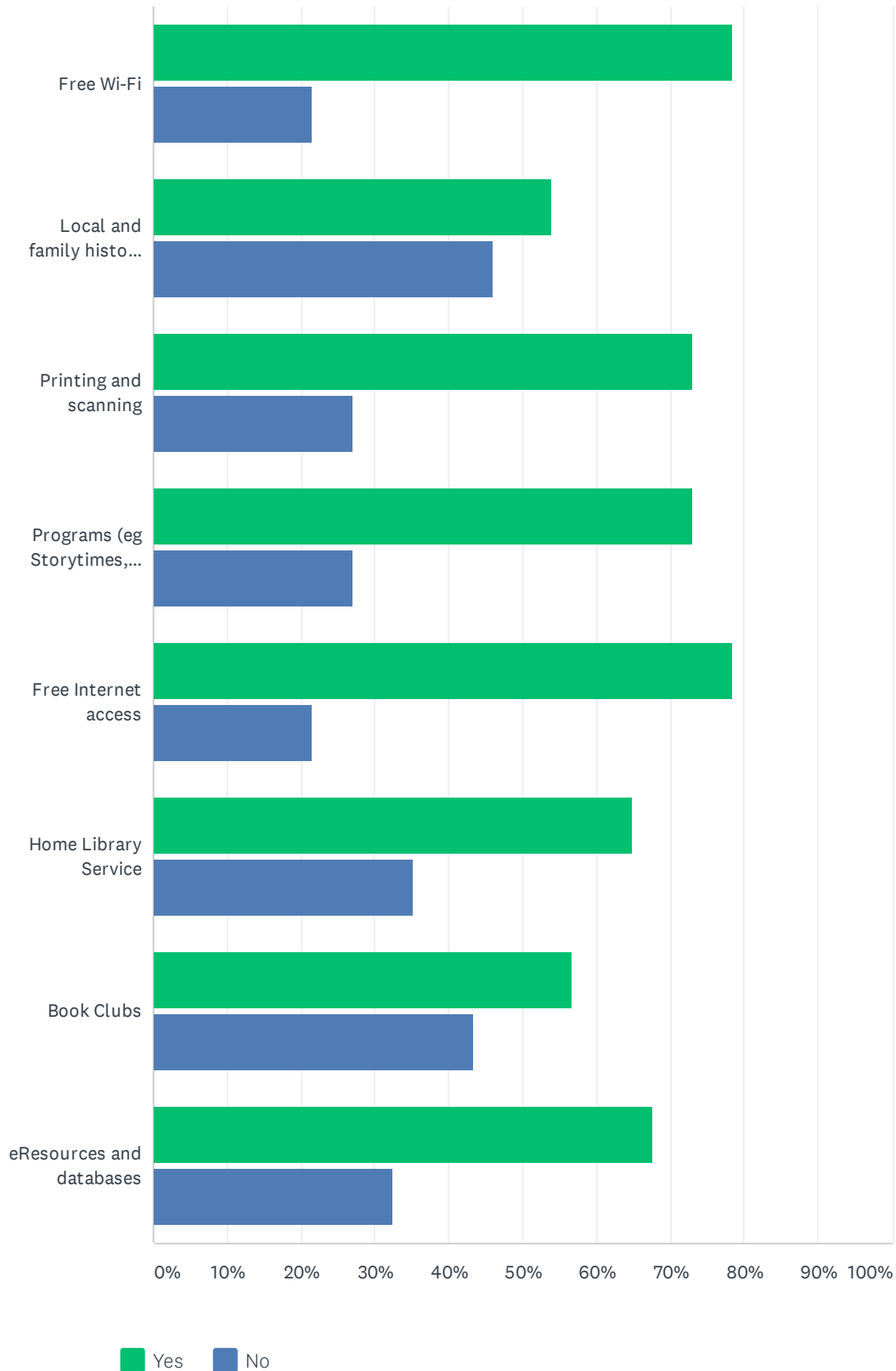
Library Services User and Non-User Survey 2019



	YES	NO	TOTAL	WEIGHTED AVERAGE
Books	100.00% 38	0.00% 0	38	1.00
Audio books	86.84% 33	13.16% 5	38	1.13
eAudio and eBooks	64.86% 24	35.14% 13	37	1.35
DVDs	86.49% 32	13.51% 5	37	1.14
Music CDs	81.08% 30	18.92% 7	37	1.19
Magazines	83.33% 30	16.67% 6	36	1.17
Newspapers	89.19% 33	10.81% 4	37	1.11
Online magazines and newspapers	56.76% 21	43.24% 16	37	1.43
Online databases	58.33% 21	41.67% 15	36	1.42
Video streaming (eg Kanopy)	38.89% 14	61.11% 22	36	1.61
Games	41.67% 15	58.33% 21	36	1.58

Q9 Are you aware your library provides these services?

Answered: 37 Skipped: 285



Library Services User and Non-User Survey 2019

	YES	NO	TOTAL RESPONDENTS
Free Wi-Fi	78.38% 29	21.62% 8	37
Local and family history resources	54.05% 20	45.95% 17	37
Printing and scanning	72.97% 27	27.03% 10	37
Programs (eg Storytimes, author visits, technology assistance)	72.97% 27	27.03% 10	37
Free Internet access	78.38% 29	21.62% 8	37
Home Library Service	64.86% 24	35.14% 13	37
Book Clubs	56.76% 21	43.24% 16	37
eResources and databases	67.57% 25	32.43% 12	37

Q10 What are the main reasons you don't use your public library?

Answered: 33 Skipped: 289

Library Services User and Non-User Survey 2019

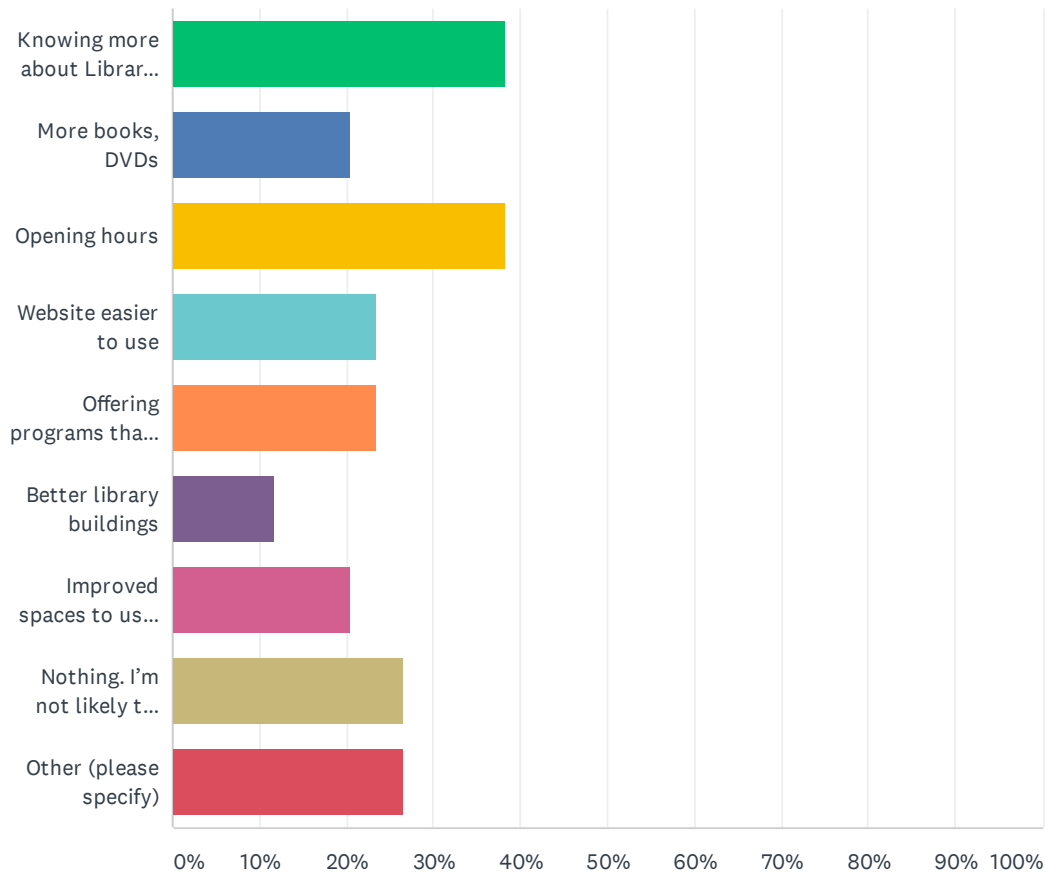
#	RESPONSES	DATE
1	Do not find the time. Not into reading like I used to	12/5/2019 12:03 PM
2	If I'm too busy	12/4/2019 12:45 PM
3	cant be bothered, get want i want from internet via home pc	11/29/2019 11:38 PM
4	Sunday only open at 1pm and Monday mornings 10pm is the problem. Also Public Holidays its closed and these are often the only times I can come in. Thats fine though. Im sure good reasons for this. There are many people wanting printing services Monday morning and have waited for it to open. Again I hear many have come in with nothing else to do on a public holiday to sadly find it closed.opening hours which suits the public would be very nice	11/28/2019 11:01 PM
5	Don't require the services at this present time.	11/28/2019 10:48 AM
6	Had no need to	11/28/2019 9:41 AM
7	Just haven't got round to it even though I read a lot and I don't know where it is	11/28/2019 8:39 AM
8	Live to far away	11/27/2019 7:41 PM
9	Live out of town, listen to books on audible lately	11/27/2019 6:35 PM
10	The closure of the Irymple Library	11/26/2019 7:33 PM
11	Not enough time to visit but I'm planning on visiting in the near future after learning that they have ebooks	11/25/2019 2:15 AM
12	Time poor	11/22/2019 5:11 PM
13	Haven't got time to go there and sit, and scared to borrow someone else property if I damage or lose it.	11/20/2019 12:48 PM
14	Access to information through own internet	11/19/2019 4:07 PM
15	I work in a library	11/19/2019 3:59 PM
16	Haven't been in a while, unsure how up to date it's books and items are, I must get around to a visit	11/19/2019 1:12 PM
17	Lack of time. Book titles too old/relevant to interests eg. sci-fi genre, history, biographies. Major complaint. Non fiction uses Dewey decimal referencing in database. BUT NOT ON SHEVELS! Thus finding titles is frustrating/time consuming. Lack of QUIET study area.	11/19/2019 11:46 AM
18	do my own research online and like to buy the books i'd like to read	11/19/2019 11:09 AM
19	I forget to use the Library as it's not in the Main Street but moved to the Hall out of my way.	11/17/2019 8:54 PM
20	Time poor. Use the internet to get info/ resoures I am after.	11/17/2019 7:27 AM
21	To hard to get to during work hours	11/16/2019 8:18 PM
22	Huge supply of books regularly from family members	11/13/2019 3:03 PM
23	Have internet at home and use that to look up information. Buy or borrow books off family books to read them.	11/12/2019 7:54 AM
24	Prefer to do other things with my free time! Like to buy my own books--more hygienic!! Kids have access to excellent school library!!	11/11/2019 10:06 PM
25	Not able to acess facilities	11/10/2019 5:05 PM
26	Distance and selection at that time in mobile library.	11/7/2019 11:03 AM
27	Time poor. Will have to wait for retirement. (If I went in I'd never come out ☹)	11/6/2019 6:07 PM
28	Too busy with family and work	11/6/2019 2:50 PM
29	Complete waste of money	11/3/2019 7:10 PM
30	Have not had the time to read since I retired Have been busy doing voluntary work I would love to find the time and I will 2020 will be my year to relax and read	11/2/2019 11:27 AM

Library Services User and Non-User Survey 2019

31	I am unable to get to the library during it's opening hours due to work. If it was open for longer or closer I would probably nearly live there	11/1/2019 7:27 PM
32	Refuse to pay overdue fees, if the books were lost or damaged in some way then fair enough I'd pay the \$65	11/1/2019 1:39 PM
33	I'm just lazy and can never find the time to get there.	11/1/2019 9:57 AM

Q11 What would encourage you to use your public library? (You may choose more than one response)

Answered: 34 Skipped: 288



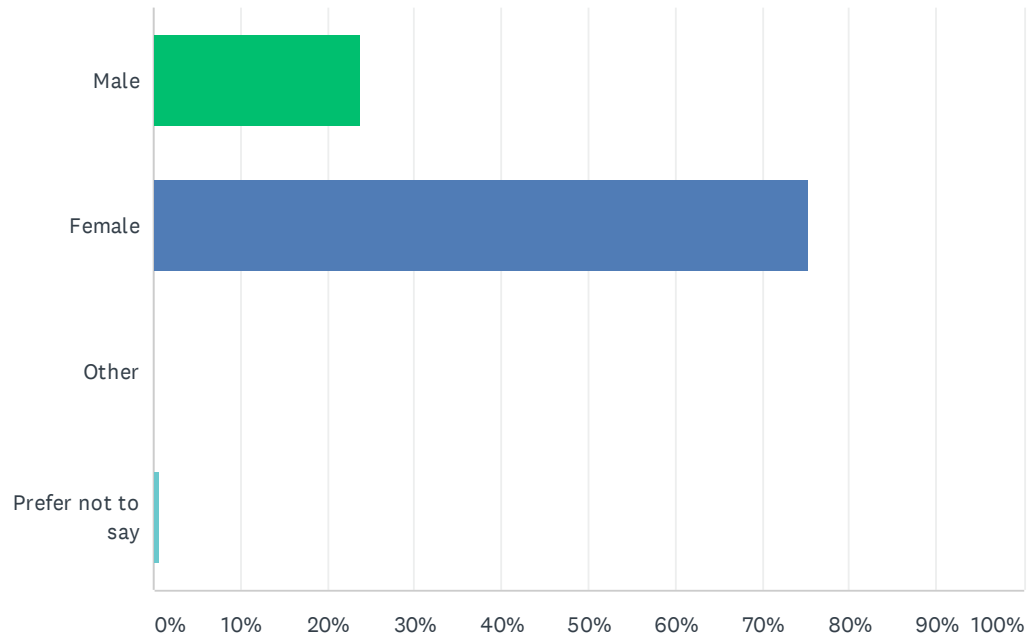
ANSWER CHOICES	RESPONSES	
Knowing more about Library Services	38.24%	13
More books, DVDs	20.59%	7
Opening hours	38.24%	13
Website easier to use	23.53%	8
Offering programs that meet my needs	23.53%	8
Better library buildings	11.76%	4
Improved spaces to use in libraries	20.59%	7
Nothing. I'm not likely to use a public library	26.47%	9
Other (please specify)	26.47%	9
Total Respondents: 34		

Library Services User and Non-User Survey 2019

#	OTHER (PLEASE SPECIFY)	DATE
1	Quite happy with all services the library has to offer	12/5/2019 12:03 PM
2	Friendly happy staff that greet you. Social talking areas. Closer parking. Late opening hours after kids are asleep. Also group or workshop for under 50s on weekends would be nice idea. Kids stopped wanting to go. I too find the after hours chute impossible to find and am not up to date with how to borrow our own items yet - like old system where you talk to person.	11/28/2019 11:08 PM
3	Podcasts through the website could be useful for author visits, storytimes, etc.	11/28/2019 10:49 AM
4	Better advertising of the library itself	11/28/2019 8:40 AM
5	Me getting organised	11/22/2019 5:11 PM
6	See previous remarks.	11/19/2019 11:47 AM
7	parking	11/19/2019 11:09 AM
8	Change in personal circumstance eg retirement	11/13/2019 3:04 PM
9	Allowing myself the luxury.	11/6/2019 6:08 PM

Q12 Do you identify as:

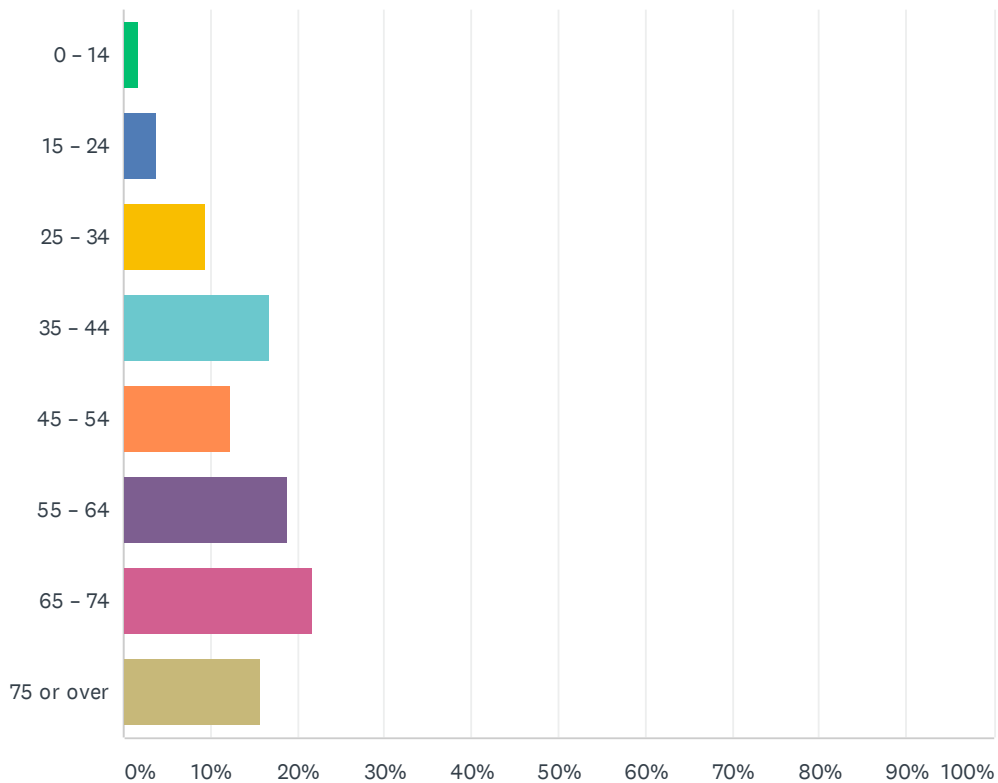
Answered: 301 Skipped: 21



ANSWER CHOICES	RESPONSES	
Male	23.92%	72
Female	75.42%	227
Other	0.00%	0
Prefer not to say	0.66%	2
TOTAL		301

Q13 How old are you?

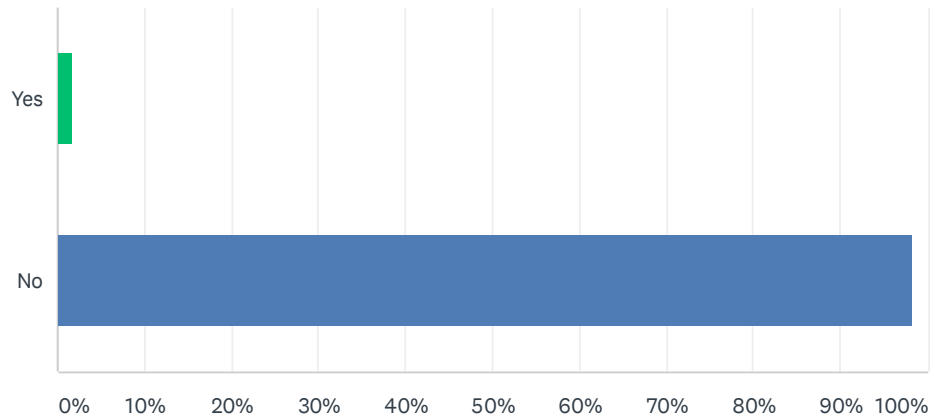
Answered: 299 Skipped: 23



ANSWER CHOICES	RESPONSES	
0 – 14	1.67%	5
15 – 24	3.68%	11
25 – 34	9.36%	28
35 – 44	16.72%	50
45 – 54	12.37%	37
55 – 64	18.73%	56
65 – 74	21.74%	65
75 or over	15.72%	47
TOTAL		299

Q14 Are you of Aboriginal and/or Torres Strait Islander origin?

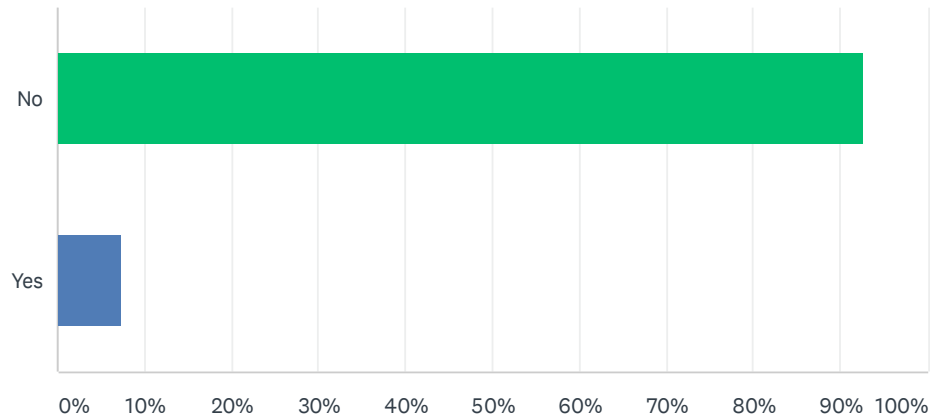
Answered: 298 Skipped: 24



ANSWER CHOICES	RESPONSES	
Yes	1.68%	5
No	98.32%	293
TOTAL		298

Q15 Do you use a language other than English at home?

Answered: 299 Skipped: 23



ANSWER CHOICES	RESPONSES	
No	92.64%	277
Yes	7.36%	22
TOTAL		299

#	WHICH LANGUAGE DO YOU USE?	DATE
1	Zhamil known as Zamil	12/5/2019 12:12 PM
2	Igbo	12/4/2019 4:22 PM
3	German	12/4/2019 2:29 PM
4	Italian and German	12/4/2019 2:17 PM
5	French	12/4/2019 1:59 PM
6	obsene	11/29/2019 11:39 PM
7	Spanish	11/27/2019 9:53 PM
8	Italian	11/26/2019 5:38 PM
9	Piglatin	11/26/2019 10:50 AM
10	English	11/25/2019 3:35 PM
11	Maori	11/21/2019 4:14 PM
12	English	11/20/2019 12:49 PM
13	English	11/17/2019 3:05 PM
14	Spanish	11/16/2019 9:55 PM
15	English	11/13/2019 12:35 AM
16	Croatian	11/12/2019 9:44 AM
17	Greek	11/4/2019 8:41 PM
18	English	11/3/2019 7:11 PM